

Case Study: Norfolk and Norwich University Hospital – Change Management and AgilePM® Training Success Story

theknowledgeacademy



Olugbenga Odole

EPR Change Agent

Norfolk and Norwich University Hospitals
NHS Foundation Trust

Why?

Olugbenga Odole, an EPR Change Agent at Norfolk and Norwich University Hospital, joined a team implementing an Electronic Patient Record (EPR) system. The project's scale and complexity highlighted the need **to enhance his knowledge and skills** in Change Management and Agile Project Management, allowing him to effectively support and contribute to its successful delivery.

Solution

Olugbenga's organisation selected **The Knowledge Academy** for its strong industry reputation, high training standards, and credible professional development solutions. He completed the **Change Management Foundation and Practitioner** and **AgilePM® Foundation & Practitioner courses**, which provided a balanced combination of theoretical knowledge and practical application relevant to managing organisational transformation and digital projects.

Experience

Olugbenga described his training experience as **very positive**, highlighting the comprehensive materials and **highly knowledgeable trainers** who delivered engaging, well-paced sessions. He praised their valuable **industry insights** and supportive environment that encouraged open participation.

He rated the courses **10/10** for **Change Management** and **8/10** for **AgilePM®**, calling both interactive, practical, and enriching.

Outcome

The training enhanced Olugbenga's skills in Change Management and Project Management, equipping him with practical tools and approaches to support the successful delivery of the **digital solution project** he is involved in. It also strengthened his **ability to lead and manage change initiatives effectively**, contributing to his professional growth and future career advancement.

Results

- **Quality of Course Content:** 9/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Managed with ease by employer

Client Testimonial



Olugbenga Odole

EPR Change Agent, Norfolk and Norwich University Hospitals NHS Foundation Trust



“The training enhanced my Change and Project Management skills, giving me practical tools to support our digital project's success. The trainers were knowledgeable and engaging, creating a comfortable learning space. I'd highly recommend The Knowledge Academy for its quality and professionalism.”