

**Success isn't based on one's ability to simply change.  
It is based on one's ability to change faster than your competition and customers.**

## Certified Local Change Agent (CLCA)

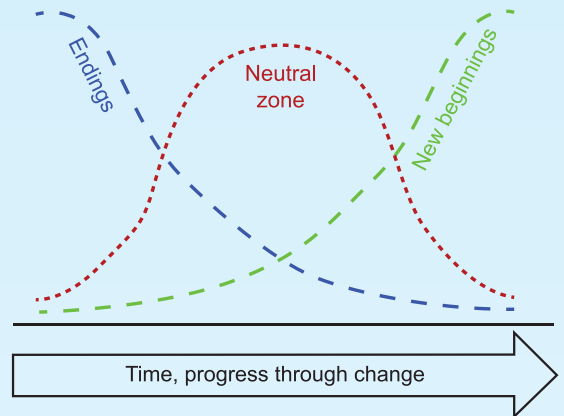
Change agents play an important role supporting change at the 'local' level, ensuring change plans are understood and the desired changes are embraced as the new way of working.

The Certified Local Change Agent qualification (**CLCA Certificate**) is aligned with the APMG Change Management Foundation and Practitioner program, though designed specially to support change agents to be successful during transformational change.

## Who are change agents?

This course is aimed at individuals who need to play an active role supporting their colleagues and managers during change.

Change agents are often the important link between a change plan and colleagues and managers who need to adopt new ways of working. People acting as change agents typically step into this role whilst still balancing their day-to-day work commitments. Often as part of a change team, change agents can be guided by a more specialist change management role referred to as the change manager.



## Training

This is a two-day program focusing on the wider impacts of organizational change and how change agents can support people to adapt and embrace changes to working practices or the operating environment.

## Learning outcomes

Certified Local Change Agent training provides a comprehensive set of guidance, tools and techniques to empower change agents to fulfill their role during the change process.

By attending this program participants will be able to:

- Understand the phases individuals experience during change
- Understand tools and techniques to support the individual change process
- Support idea-generating activities related to change, such as the use of simple process-mapping techniques
- Contribute to the development of local change plans which identify specific changes and how best to introduce them
- Contribute to identifying resistance to change and activities to mitigate change resistance

## Who should attend

People seeking guidance, tools and techniques so they can support their colleagues and managers through the change process, this may include:

- Staff playing an active role to support people through change
- Local line leaders and managers
- Members of project or change teams

## Certification exam

- Multiple choice
- 40 questions
- 20 or more correct answers to pass (50%)
- 45 minutes duration
- Open book

## e-copy of Local Change Agents' Handbook

For exam based courses, all participants will receive an electronic copy of the Local Change Agents' Handbook



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