

Leading Change Certification in Change Management

Success isn't based on one's ability to simply change. It is based on one's ability to respond faster to changing business and customer needs.

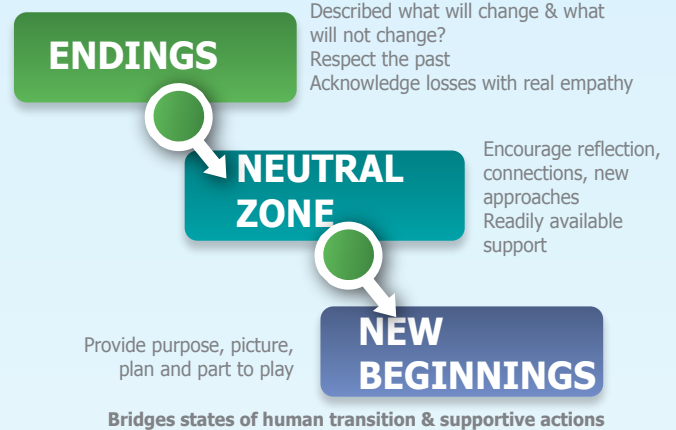
What is Change Management?

As the rate of business change continues to accelerate, the ability to change quickly and effectively with committed people is a strategic advantage. An organization which is ready for change and capable of responding quickly is one that continuously improves and is able to maximise business value from change.

"Change management is the domain of principles and practices that enables stakeholders of change to adopt the mindsets, behaviours and capabilities required for the change to deliver full business value." (CMBOK)

Benefits of having staff equipped with Change Management qualifications:

- Organizations able to respond faster to customer trends
- Improved organizational capability to assess the impact and challenges of change
- Improved benefits identification that serve as motivators towards the end goal
- Time to implement change is reduced
- Increased return on investment through reducing costs and maximising business value for that change
- Reduced likelihood of unsuccessful change
- Effective change leadership and high performing teams
- Optimize stakeholder engagement, project and change outcomes



Whatever your role, the ability to communicate effectively and influence others is a critical skill in today's business environment.

Accredited APMG Change Management Foundation and Practitioner Courses

APMG Change Management courses empower individuals with knowledge and techniques to support successful change, transition and transformation. Workforce acceptance of new mindsets, behaviours and capabilities is maximized as we address the critical aspects of effective change management at the individual, team and organizational level. This training enables application of any prescribed change methodology effectively.

- 3 day **Foundation Course**
- 1.5 day **Practitioner Course**
- 4.5 day **Combined Foundation + Practitioner Course**

Training modules:

Organizational Context & Approach

Understanding the context of change and developing a suitable change approach

People & Change

Human dynamics and supporting people through change

Change Leadership & Teams

The role of leadership and developing effective change teams

Stakeholder Engagement & Communications

Involving stakeholders to shape and enable successful change

The Work of the Change Manager

Assessing the impact of change and developing professional change practices



Leading Change

APMG Training & Certification in Change Management

Foundation & Practitioner Certification Courses

Change Management Foundation Qualification

Training aims

Participants will be able to understand how to:

- ➔ Identify major drivers of change, the organisational context of a change and its effects on organisational culture
- ➔ Identify different approaches to planning and delivering change
- ➔ Assess the impact of change and identify ways to support people through change, including developing strategies to overcome resistance and build motivation for change
- ➔ Support people who are in key change roles and build an effective change team
- ➔ Understand how human dynamics can affect the approach to change
- ➔ Develop suitable communication and engagement plans for change
- ➔ Identify metrics appropriate to analyse and track the effectiveness of change management activities
- ➔ Develop knowledge required to prepare for the Foundation exam

Exam – 40 minute, closed book, multiple choice exam

For:

- Aspiring or current change managers and agents of change
- Project and programme managers
- Business Leaders, looking to cultivate or lead change
- Communications, HR and Training Professionals who are often involved in organisational changes
- Professionals seeking a recognized change management certification

Some of the change models and practices referenced in the training:

- Supporting people through the change curve and learning dip
- Kolb's learning styles and its influence on people's acceptance of change
- Bridges - Managing human transition
- Neuroscience and change
- Kotter - Eight step process for change
- McKinsey - 7-S model to understand impacts and reinforce change
- Agile change practices
- Causes and dealing with resistance
- A systems thinking approach to change

Change Management Practitioner Qualification

Training aims

The Practitioner program is designed to further understanding of application and tailoring Foundation level knowledge to a given organizational change situation. In addition, the program will also cover:

- ➔ Use of change 'levers'
- ➔ Principles of learning to identify key learning needs to develop required competence
- ➔ Use of feedback and coaching models
- ➔ Co-design concepts
- ➔ Develop knowledge required to prepare for the Practitioner exam

For:

- Change, project and program managers
- Transformation managers
- Change sponsors
- Business change managers
- Operational line managers
- Professionals seeking a recognized change management certification

Exam – 2.5 hour, open book, objective-testing, scenario based exam

Internationally Recognized Qualifications

Why become qualified?

- ➔ Gain a recognized certification in change management and open new opportunities
- ➔ A recognized change management qualification demonstrates a strong understanding of the foundational principles, models and practices of effective change management
- ➔ Having qualified change managers allows an organization to rate and track its readiness for change
- ➔ An ever increasing demand for people knowledgeable and competent in change management, highlights a growing need for qualified change management professionals

This APMG Change Management version 3 training is designed to support application of the Change Management Institute's: Change Management Body of Knowledge commonly referred to as the CMBOK.

The APMG Change Management qualifications also provide a pathway to accreditation by the Change Management Institute.

To support the different ways people learn, our courses include a mixture of presentation, class and group exercises and question and answer sessions. To learn more about how our training and services can benefit you, contact us now or visit www.hilogic.net

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Helping You Enable Value