
Change Management – Foundation and Practitioner

Description

This course presents the knowledge, skills, techniques and practices necessary to face organizational changes with guarantees of success from the point of view of the roles that are impacted by change. The Practitioner level materials include scenario-based activities to practice defining and preparing strategies for successful change management. This training is a 2-part course that includes both the Foundation and Practitioner level certifications.

Course Content

Module 1: Getting Started

- Introduction
- Course structure
- Course goals and objectives
- Change and the Individual

Module 2: How people learn

- Personality and change - introduction to MBTI
- Models of individual change - the Change Curve and Bridges' Transition
- Motivating individuals during change
- Change and the Organization

Module 3: Understanding organizational metaphors

- Organizational culture and change
- 3 models of change - Lewin, Kotter, and Senge
- Key roles in change
- Stakeholder Engagement

Module 4: Identifying and analyzing stakeholders

- Personas and empathy maps
- Influencing strategies
- Communication

Module 5: Feedback and communication approaches

- Communicating change - planning, factors, and barriers
- Communication biases and channels
- Change Impact

Module 6: Identifying and assessing change impact

- Stakeholder impact assessment
- Change severity assessment
- Change Readiness

Module 7: Building change agent networks and the change team

- How to make the organization ready for change
- Creating a change management plan
- Dealing with resistance to change

Module 8: Project Management - Change initiatives, projects and programmes

- Cascading decisions and designs
- Understanding the project environment
- Project methodologies
- Identifying key roles and owners
- Change delivery plan

Module 9: Sustaining Change

- Levers and leverage
 - Types of levers
 - Environmental levers
 - Leadership levers
 - Organizational Development (OD) levers
- Levels of adoption and critical mass
 - Kelman's three levels of adoption
 - Tipping point and critical mass
- Reinforcing systems
 - Reinforcing systems - vicious and virtuous cycles
 - Examples of vicious and virtuous cycles
 - Three reinforcing systems

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Documentation

- Official digital APMG courseware

Exam

- APMG Change Management™ Foundation exam
- APMG Change Management™ Practitioner exam

Participant profiles

- Anyone interested in understanding the basic principles of achieving successful organizational change, transition or transformation
- Team members involved in organizational change, transition or transformation projects

Prerequisites

- No prerequisites

Objectives

- Understand how the process of organizational change or transformation occurs
- Form teams of change that contain the necessary roles and responsibilities to face organizational changes with guaranteed success

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- Properly manage resistance to change
 - Develop strategies to keep people motivated during the change
 - Understand the different types of change and establish appropriate strategies to manage them
 - Understand the training planning process and develop the necessary knowledge, skills, and attitudes in the organization once the change is completed
 - Understand the program and project management framework in which the changes are implemented
 - Learn and know how to identify and use the “levers” organizations typically used to drive and sustain changes

Niveau

Fondamental

Classroom Registration Price (CHF)

3900

Virtual Classroom Registration Price (CHF)

3650

Duration (in Days)

5

Reference

CHANGE-03