

# Change Management Foundation & Practitioner

Fully accredited training program including APMG Certification

Duration: 5 days

ALC's Foundation/Practitioner course on Change Management is based on the syllabus defined by APMG in partnership with the Change Management Institute (CMI), an independent, global professional association of change managers. Together they have developed a professional 'Body of Knowledge' for the discipline of change management. This body of knowledge now provides an independent benchmark for the professional knowledge expected of an effective change manager.

ALC's course is fully aligned with this change management Body of Knowledge. It comprehensively covers both the theory and the practice of change management including: Change in the individual, change in the organisation, communication and stakeholder engagement along with change practice. The course is structured in two modules: a stand alone Foundation level (3 days) and a follow-on Practitioner level (2 days). These can be taken individually or combined. Choose the option that best suits your needs.

## Who Should Attend

The Foundation level is for anyone who wants a sound understanding of Change Management principles and practices. Practitioner level is for anyone who wants to gain practicing level capability. It is ideal for those who lead, manage or contribute to the facilitation of change. Attendance is suitable for all Change Management roles, Project Managers, Business/Process Analysts, Team Leaders/Supervisors, Senior Managers, etc.

## Pre-Requisites

There are no pre-requisites for the Foundation level. However to be able to continue onto the Practitioner level, the participant must have completed the Foundation level successfully.

## Learning Outcomes

After completing this course, the candidate should understand:-

- The human side of change & how to help people deal more effectively with change, maintaining their commitment and bringing them successfully through the change process.
- The various types of change that affect organisations, and how to draw on a range of approaches to support the effective delivery of the desired outcomes from change.
- How to identify and work with the stakeholders in a change initiative. How to plan, execute and measure the effective communications required.
- How to assess the impacts of change, to develop effective change teams and to recognise and address resistance to change.

## Course Contents

### Foundation Level

#### 1. Change Management Context

- Learning Process & Styles
- Learning dip

#### 2. Change & the Individual

- Models of individual change
- Motivation
- Individual difference

#### 3. Change & the Organisation

- Metaphors of organisations
- Organisation culture and change
- Models of change
- Key roles in organisational change
- Drivers of change
- Developing vision

#### 4. Stakeholder Strategy

- Identifying & segmenting stakeholders
- Personas & empathy maps
- Stakeholder mapping
- Influencing strategies

#### 5. Communication & Engagement

- Communication biases
- Feedback and communication approaches
- Communication Change – factors, barriers & approaches
- Communications channels
- Planning communications

#### 6. Change Impact

- Identifying & assessing change impact
- Stakeholder impact assessment
- Change severity assessment

#### 7. Change Readiness

- Motivation to change & support
- Change agent networks
- Building change readiness
- Building the Change Team
- Change Management Plan
- Preparing for resistance

#### 8. Exam Revision/Preparation

### Practitioner Level

#### 1. Training Planning

#### 2. Project Management – Change initiatives, project & Programmes

#### 3. Sustaining Change

#### 4. Exam Revision/Preparation