



TRAINING
Cyber Solutions by Thales

CHANGE MANAGEMENT FOUNDATION & PRACTITIONER

DURATION: 4 DAYS



ENTERPRISE

This Change Management Foundation/Practitioner course is based on the Change Management Body of Knowledge as defined by the Change Management Institute (CMI), an independent, global professional association of change managers. This body of knowledge provides an independent benchmark for the professional knowledge expected of an effective change manager.

WHO SHOULD ATTEND

- **Foundation level** is for anyone who wants a sound understanding of Change Management principles and practices.
- **Practitioner level** is ideal for those who lead, manage or contribute to the facilitation of change within an organisation.

LEARNING OUTCOMES

- Explain the current context of change and how this is evolving
- Understand major drivers of change and the organisational context of a change including the effects of organisational culture
- Describe different approaches to planning and delivering change, including the value of collaborative 'co-design' approaches
- Assess the impact of change and identify ways to support people through change, developing strategies to overcome resistance and build motivation for change
- Support people who are in key change roles and help them build an effective change team
- Explain how understanding of human dynamics and organisational context is changing the way we approach change
- Analyse stakeholders and power dynamics to develop appropriate engagement strategies and develop effective communication and engagement plans for change
- Identify different types of measurement that can be used to track the effectiveness of change management activities and apply change analytics for change management
- Increase the probability of successful business change/transformation – supporting strategic direction.
- Minimise risks (costs, delays, loss of employee engagement, reputation) associated with failed initiatives.
- Align change initiatives with established, process-driven methods (like PRINCE2®, MSP® and Agile) to develop a unified approach to change.
- Develop and sustain employee commitment and alignment with organisational purpose during times of change.
- Build the organisation's capability and capacity to deal successfully with change, improving agility.

**GET AHEAD OF THE GAME
GET CERTIFIED**

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COURSE CONTENTS

FOUNDATION ORGANISATION CONTEXT AND APPROACH

- Change contexts
- Organisational culture
- Structuring your approach
- Co-design
- ADKAR
- N-step approaches to change
- Delivery strategy
- Agile Practices
- Change Strategy

PEOPLE AND CHANGE

- Individual differences
- Neuroscience terms
- Human Response to change
- Human motivations and drives
- Competence and learning

CHANGE LEADERSHIP AND TEAMS

- Change leadership and teams
- Leadership and psychological safety
- Leadership, culture and organisational change
- Teams and change

STAKEHOLDERS AND COMMUNICATION

- How to identify, categorise and segment stakeholders
- Building Engagement
- Engagement outcomes
- Elements of communication theory
- Barriers to communication
- Communications Planning and strategy

THE WORK OF THE CHANGE MANAGER

- Assessing Change impact and severity
- Resistance to change
- Change analytics

PRACTITIONER

- Levers, tipping point and critical mass
- Roger's adoption model
- Introduction to effective instruction
- Learning needs and objectives
- Coaching for Change
- Handling conflict in change
- Facilitation for co-design
- Exam Revision/Preparation and Practitioner Exam (web proctored)

ALC is accredited by APMG to deliver Change Management Training at Fdn + Prac Levels.