training code: ZP-FCHM3en / ENG DL 3d / EN

Change Management Foundation - accredited training with exam

Change Management™ course is intended for Change Leaders, Project Managers and team leaders – all people who introduce changes in a team and organization during their everyday work. It is valuable for everyone who would like to be acquainted with issues related to phenomena which accompany changes in individual, team and organizational context. The course prepares for international APMG International - Change Management™ Foundation exam.

Training recipients

- 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.
- Professionals pursuing the Change Management Practitioner certificate – for which the Change Management Foundation certificate is a pre-requisite.

Benefits

- Understanding major drivers of change and the organisational context of a change including the effects of organisational culture.
- Awareness of knowing how to support people who are in key change roles (Change Agents, Change Leaders, Change Sponsors) and help them build an effective change team.
- Building an understanding of the importance of psychological safety in carrying out change.
- Increasing the effectiveness of team leadership and supporting changes on individual and organizational level.

- Gaining knowledge on stakeholder management, or ways to develop appropriate strategies and communication plans toward them.
- Appreciating the influence which change has on organization, as well as understanding how to select a proper delivery strategy.
- Identifying different types of measurement that can be used to track the effectiveness of change management activities.
- A possibility to obtain international Change Management™ Foundation certificate.

Training program

1. Introduction to the course
2. Why it is difficult to manage the change?
   - Cynefin – the framework to understand complexity
   - Change impact – McKinsey 7S Model
   - Organisational Culture
   - What level of adoption is needed (based on Kelman 3 levels of adoption)
3. Change formula and change anxieties
   - Learning anxiety
   - Survival anxiety
   - Assessing and creating psychological safety
4. Neuroscience
   - What is it
   - SCARF Model
   - Neuroplasticity and mental maps
5. Human response to change
   - The change curve
   - Bridges states of transition
   - key motivators according to Dan Pink
   - Positive psychology – Appreciated Inquiry
6. Competence and learning
   - conscious competence learning model
   - learning dip
   - Kolb Cycle and learning styles
7. MBTI® – the Myers-Briggs Type Indicator
   - Self-assessment
   - Understanding different personality types
   - Different personalities – implications for change
8. Key roles in organisational change
   - Sponsor

- Idea-Generator
- Line Leaders
- Implementers
- Change agent
- Good change agent
- Line leaders as change agents

9. Teams and change
   - 5 Stages of team development (Tuckman)
   - 5 characteristics of an effective team (Lencioni)
10. Structuring approach to change
    - Lewin’s Three Step Model
    - Force Field Analysis
    - ADKAR
    - Kotter’s Eight Step Model
    - Evolving the ‘n-step’ process
11. Agile practices in Change Management
    - Continuous change management cycle
    - common concepts, behaviours, techniques
    - Minimum Viable Change Practice (MVCP)
12. Stakeholder engagement
    - Identifying stakeholders
    - Segmenting stakeholders
    - Stakeholder analysis – levels of power
    - Stakeholder mapping
    - Building engagement – principles and potential barriers
    - Stakeholder engagement strategy
13. Communication
    - Basics of communication theory
    - Barriers to communication
    - Cognitive biases
    - Developing key messages
    - Appealing to hearts and minds
    - VARK preferences
    - Communication channels
    - Change communication strategy
14. Change strategy
    - Delivery strategies
    - Planned vs emergent change
15. Assessing change impact and severity
    - planned and unplanned outcomes
    - two-step process

- severity at the stakeholder level

16. Resistance to change
    - Common causes of resistance
    - building a strategy to manage resistance
17. Change analytics
    - The link between change management and benefits
    - Measurement types
    - Change delivery scorecard
18. Course summary and repetition

Expected preparation of the participant

The training is designed for people who already have knowledge, skills and experience in project management and team leadership. Experience in working with people going through change will be very useful.

Training Includes

The training price includes:

- Accredited training materials
- Change Management Foundation exam

Additional options:

- The authorized book: 200 PLN netto
- Exam retake – Retake Ready option: 250 PLN netto

Attention: purchasing this option is only possible through Altkom Academy before the training.

Language

- Training: English
- Materials: English
- Exam: English

Examination method

For clasroom training, the exam takes place at the end of the course in a paper format.
For online training, the exam takes place at the end of the course in an electronic format.

Duration

3 days / 21 hours

Examination description

Change Management Foundation exam:

- Multiple choice
- 25 marks required to pass (out of 50 available) – 50%
- 40 minutes duration
- Closed-book