kod szkolenia: ZP-PCHM3en / ENG DL 2d

# Change Management Practitioner - accredited training with exam

The Change Management Practitioner training is designed for anyone who wants to develop or strengthen their ability to manage and lead change in a structured and effective way. This certification targets a wide range of professionals involved in managing or supporting organizational change.

## Training recipients

- Change Managers: Individuals responsible for leading and implementing change initiatives within organizations.
- Project and Program Managers: Professionals managing projects that involve significant change components, helping ensure smooth transitions.
- HR Professionals: Those working in human resources who play a critical role in supporting employees through change processes and embedding new practices.
- Business Leaders and Executives: Senior managers responsible for driving organizational change and ensuring alignment with business goals.
- Consultants: External advisors who assist organizations in managing change and need structured approaches to guide their clients effectively.
- Anyone involved in change projects: Individuals at any level who are part of, or impacted by, change management processes and need to understand how to support or contribute to successful change outcomes.

## Benefits

- Deeper Organizational Insight: Learn frameworks like Cynefin and force field analysis to shape culture, design effective change strategies, and manage continuous change in dynamic environments.

- Improved People Management: Master learning styles, training planning, and the change curve to support individuals through transitions and foster engagement.
- Stronger Leadership Skills: Develop leadership through Tuckman’s team stages, maximizing performance, and ensuring psychological safety during change.
- Effective Stakeholder Communication: Gain skills in stakeholder mapping, communication strategies, and addressing cognitive biases to ensure successful buy-in and reduce resistance.
- Practical Change Tools: Apply models like McKinsey 7-S and change delivery scorecards to assess impacts, sustain change, and resolve conflicts.
- Certification and Career Advancement: Prepare for the Change Management Practitioner Exam, gaining recognized expertise to lead successful change initiatives.

## Training program

1. Organizational Context and Awareness
    - Cynefin model
    - Three layers of organizational culture
    - Shaping the organizational culture
    - Concepts for facilitated workshops
    - Principles for co-design
    - Continuous change management cycle
    - Delivery strategies
    - Force field analysis
    - Documenting the change strategy
2. Using agile practices (sprint, kanban board, retrospective, daily standup)
    - People and Change
    - Application of learning styles (Honey and Mumford)
    - Training planning (knowledge, skills and attitudes)
    - Evaluating learning effectiveness
    - Beckhard and Harris change formula
    - Individual's response to change through the change curve
    - Three phases of personal transition
    - Active listening
    - GROW – coaching model
3. Change Leadership and Teams
    - Key roles in change
    - Tuckman stages of team development
    - Effective change team
    - Maximizing the team performance
    - Creation of psychological safety

4. Stakeholders and Communication
   - Stakeholder mapping technique
   - Selecting an appropriate change communication approach
   - Choosing the proper communication channel
   - Potential barriers to communication
   - Documenting change communication strategy
   - Appealing to hearts and minds when communicating change
   - Cognitive biases
   - Commitment Escalator
5. The Work of the Change Manager
   - Categorizing change impacts
   - Assessing change impact severity
   - The use of levers in sustaining change
   - Using the change delivery scorecard
   - Dealing with conflicts
   - Identifying change impact areas using the McKinsey 7-S model
   - Achieving critical mass for the change
6. Change Management Practitioner Exam

## Expected preparation of the participant

Prerequisites for Participation in the Change Management Practitioner Training:

- Possession of a Change Management Foundation Certificate. The Change Management Foundation certification is a prerequisite for the Practitioner level certification. It also provides a basic understanding of change management principles, terminology, and frameworks.
- Experience in Change-Related Roles. Although not mandatory, it is beneficial for participants to have some experience in roles related to change management, project management, or organizational development. This experience will help them better relate to the course material and apply concepts in practice.
- A general understanding of how organizations operate and how change impacts people, processes, and structures can be helpful for participants.

During the training, it is required to have an authorized Change Management Study Guide v.3 manual. The manual is not included in the standard materials, it can be purchased in English language versions.

## Training Includes

The training price includes:

- Accredited training materials
- Change Management Practitioner exam

Additional options:

- The authorized book: 200 PLN netto
- Exam retake – Retake Ready option: 420 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.

## Czas trwania

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## Examination description

Change Management Practitioner exam:

- Objective testing based on a case study scenario
- 5 sections of 16 marks each
- 40 marks required to pass (out of 80 available) – 50%
- 2.5 hours duration
- Restricted open book – The APMG Change Management Study Guide.