

International certification in Change Management



How to get International certification in Change Management™ with APMG. Gain knowledge and capability through theories, practices and application of Change Management. Improve your effectiveness in facilitating change.

Change Management™ Foundation and Practitioner

Based on “The Effective Change Manager’s Handbook - Essential guidance to the change management body of knowledge” the course is and aligned to the Change Management Institute’s (CMI) global competency standards.

Foundation Course

Change Management Context, learning and the individual

- Learning process and styles
- Learning dip

Change and the Individual

- Models of individual change
- Motivation
- Individual differences

Change and the organisation

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

Stakeholder Strategy

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

Communication and engagement

- Communication biases
- Feedback and communication approaches
- Communicating change - factors, barriers and approaches
- Communications channels (Push-Pull & Lean-Rich)
- Planning communications

Change impact

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

Change readiness

- Motivation to change and supporting individuals
- Change agent networks
- Building organisational change readiness
- Building the change team
- Change Management Plan
- Preparing for resistance

Practitioner Course

- Training planning
- Project Management - change initiatives, projects and programmes

Sustaining Change

- Change levers
- Levels of adoption
- Reinforcing systems
- Exam preparation

Pre-Course Work and Study

The textbook and pre-course material is sent to the candidate. Preparation will assist you to benefit from the training experience.

Course Structure

The course consists of practical activities to develop understanding of concepts, models and terminology. The Foundation course is 2.5 days, including the exam. You can take the Practitioner course as an extra full day, then the Practitioner exam. The Virtual course has the exams taken online after the course.

Who Should Attend

Anyone interested in Change Management principles and practices. The Course is suitable for Change Managers, Project Managers, Business/Process Analysts, Team Leaders/ Supervisors, Senior Managers, IT Professionals and HR Professionals.

Examinations

The Foundation exam is closed-book, 40 minutes, pass mark is 50%. The Practitioner Exam is an open-book 2.5 hour scenario based exam. The pass mark is 50% (40/80 marks). “The Effective Change Manager’s Handbook” can be used as a resource. Exams can be taken online

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