

## Learning to thrive on change

# Change Management Foundation and Practitioner

### Programme overview

Managing change, and more importantly the impact of change, can be stressful and difficult to get right. The biggest hurdle to overcome is the resistance to change and yet this so often has the least focus in a change programme.

To achieve successful transformation, you need to address both the process and the people aspects of change. The ability to manage people, teams and organisations in uncertain times has become a necessity in today's economy. Stakeholders, team members and customers all have different attitudes and perspectives on change. Understanding each of these and dealing with the emotions that surface, requires more than a standard project and programme management approach.

If you are responsible for, or involved in implementing change, then this course is for you.

---

### What you will gain

Over 5 days we will help you understand why change happens, how change happens, and what needs to be done to not only overcome resistance but manage it in such a way that the changes really 'stick'. You will get a complete guide to the models and tools for managing change and opportunities to practise, working on real project examples. This way you get the know-how and gain the confidence to apply these skills to make your projects and change initiatives a real success.

This is also an opportunity to become certified as a Change Management Practitioner, a professionally recognised qualification, accredited by the APM Group.

Four main areas are covered during the course:

#### *Individual change*

Whatever the level, or type of organisational change, ultimately it's the people at the receiving end who cause the change to be a success or failure. Learn about the issues people face and how to deal with them, including:

- 4 different psychological approaches to change
- Motivation theory for changing behaviour
- Techniques for individual change
- Impact of personality on change
- Different responses to change
- Dealing with resistance to change
- Managing people through the change process

### *Team change*

Learn about the challenges faced when teams are transitioning through change initiatives and how to manage them, including:

- Setting up different types of teams
- 5 key points for improving team effectiveness
- Team dynamics through the change process
- Leadership issues during team change
- Impact of different personalities within teams
- Dealing with similarity and difference within teams
- Facilitating the team's learning

### *Organisational change*

Learn how to select different approaches and frameworks, for the successful delivery of change within varying cultures, including:

- How different organisations work
- Attitudes to change in different organisations
- Understanding the organisational change cycle
- 7 key models for managing organisational change
- Matching appropriate models to different types of change
- Varying approaches for different phases of change

### *Leading change*

Learn about leadership styles and their suitability to different types of complex scenarios and organisations, including:

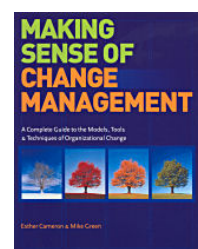
- Leadership types for changing times
- Leadership styles and skills
- Roles that leaders play
- 4 key roles for successful change
- Emotional competencies for successful leaders
- Leading through the change cycle

---

## Obtaining the qualification

There are 2 levels to this qualification; Foundation and Practitioner. The first 3 days cover the syllabus and the Foundation level exam which is a 1 hour multiple-choice paper, with 60 questions. The 4<sup>th</sup> day is focused on achieving a deeper understanding of how to implement and manage change and preparing for the Practitioner exam. The Practitioner exam is a 3-hour multiple-choice paper with 4 sections based on a given scenario. This is open-book, with a pass mark of 50%.

The book, Making Sense of Change Management by Cameron and Green, provides the basis for this qualification. The Practitioner material is supplemented with the Practitioner Handbook, which is based on information from the People Alchemy website. The awarding body for the qualification is the APM Group. There are no pre-requisites but pre-course study will help you fully prepare for the course and exam.



## Duration and where the course is held

The Foundation level is completed over 3 days. The Foundation and Practitioner combined take 5 days. The first 3 days cover the main syllabus and exam for the Foundation level. The 4<sup>th</sup> day is focused on achieving a deeper understanding of how to implement and manage change and preparing for the Practitioner exam. The Practitioner exam is taken on the 5<sup>th</sup> day in the morning.

The venue is the **Hilton Hotel**, Bagshot Road, Bracknell, Berkshire, RG12 0QJ. As a course participant you will have free access to the health club facilities. With the residential option, evening meals and breakfast are included.

The cost of the course is **£1,295 +vat** for the non-residential option and **£1,555 +vat** for the residential option. Both options include all course materials, including the book 'Making Sense of Change Management', the exam fees, lunch and refreshments during the day.



Please check [www.changequest.co.uk](http://www.changequest.co.uk) for course dates and special promotions.

## Our exam guarantee

Although we have a proven track record with exceptional pass rates, we appreciate that for some people taking exams can be a worry. To help you relax and make the most of the course, we offer an exam guarantee. You can re-take either of the exams entirely free-of-charge, and have the option of repeating the course at half-price rates.

## Who should attend?

If you are a project, programme or change manager and either responsible for or involved in implementing change, then this course is for you. You will learn about a wide range of tools and methods, and gain fresh skills and a new-found confidence to successfully deal with all aspects of change.

---

## Course benefits

**For individuals** – you will develop your understanding of change and what it means, identify the negative impacts that change initiatives can have and learn how to address these so you can manage change initiatives successfully.

As your organisation goes through increasingly frequent change, having the ability and confidence to deal with this will contribute to your personal success within your organisation. You will also gain a widely recognised professional qualification.

**For organisations** – the successful completion of this course will demonstrate your people have a good understanding of change, its benefits and its impact on groups within the organisation.

## Why choose ChangeQuest?

- Our focus is on your issues, making the course highly relevant and practical, so you get greater value for your investment
- The course has been designed with you 'the learner' in mind and not the course syllabus to be covered. We specialise in using innovative learning techniques to suit different learning styles and create an environment which will challenge you whilst keeping it enjoyable and fun
- We're highly trained in project management, change management, neuro linguistic programming (nlp) and facilitation skills, and share this rich mix of experience with you to help make your experience unique and inspirational
- We don't just talk about theory, we 'walk the talk'. With over 20 years' business experience, we have repeatedly demonstrated how applying these tools and techniques can help achieve outstanding results
- Full support is provided, before, during and after the course, so that you get the best possible results from your ChangeQuest training

### *What others have said about the course*

- "The course was one of the best I have attended. I felt like I absorbed so much from all the activities" *Project Manager*
- "Excellent – over exceeded my expectations. Course materials and trainer both excellent. Venue, staff, catering all really brilliant" *Project Manager*
- "Exceeded my expectations. Ranjit was fantastic, very patient and provided great support throughout" *Programme Manager*
- "Many thanks for such an enjoyable and applicable course. I will definitely put what I have learned to good use" *Practice Manager*
- "Exceeded my expectations of what could be covered effectively within the timeframe and the trainer was excellent" *Programme Manager*
- "Great course, lots of interaction and discussion of live examples brought reality to the theory and gave me more insights" *Project Manager*
- "I expected more of a refresh of old knowledge but I learnt loads of new things! Excellent training and the approach to individual change was especially useful for me" *HR Consultant*

---

## How to book on the course or find out more

Please call us at ChangeQuest on **+44 (0)1276 34480** or email [training@changequest.co.uk](mailto:training@changequest.co.uk)

If you would like to make multiple bookings or have specially tailored options for your organisation please call, we will be happy to discuss your specific requirements.

Please visit [www.changequest.co.uk](http://www.changequest.co.uk) for more information on scheduled dates.

Accredited by

