

# Change Management

## Learning to thrive on change

### 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.**



### Duration

#### Foundation

3 days

#### Foundation and Practitioner

5 days

### Course structure



**IN-COMPANY  
CLASSROOM**

Training to meet your specific needs in the most convenient way for you, either over consecutive days or split into separate modules

### What you will gain

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

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 not only learn the knowledge behind the latest change theory, but get the knowhow and gain the confidence to apply these skills – making your projects and change initiatives a real success.

## The following areas are covered during this course

### The 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

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

### Communication and engagement

- Communications biases
- Feedback and communications 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

- Building the change team
- Motivation to change and supporting individuals
- Building organisational change readiness
- Change agent networks
- Change management plan
- Effective teams and team development
- Preparing for resistance

## Duration and gaining the qualification

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 Foundation level exam is a 40 minute multiple-choice paper, with 50 questions.

The 4th 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 5th day in the morning and is a 2.5 hour, 80 question multiple-choice paper with 4 sections based on a given scenario. This is open book, with a pass mark of 50%. On our in-company course, we'll present this 5 day programme in the most convenient way for you, for example as 5 consecutive days or 2 modules covering the Foundation and Practitioner levels separately.

Having a time lag between the modules means there is more time for people to practise applying the concepts and to prepare for the practitioner exam. You can run either the full accredited certification course, or shorter bespoke options.

## Who should attend?

If you are a project, programme or change manager and either responsible for or involved in implementing change, then this course will give you a good knowledge of change theory, together with a set of practices to improve your effectiveness. 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

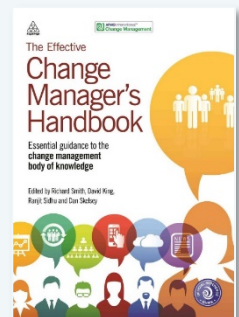
**For individuals** - You will develop your understanding of change and what it means, identify the negative impacts that change initiatives can have and learn how to address these so you can manage change initiatives successfully. You will also gain a widely recognised professional qualification.

**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.

## The handbook

The Effective Change Manager's Handbook, provides the basis for this qualification and is included with the materials for the course. The syllabus and exams for this qualification have been created in partnership with the Change Management Institute (CMI) and are based on The Effective Change Manager's Handbook. ChangeQuest Founder and lead trainer Ranjit Sidhu was one of four experts that compiled the Change Management Institute's first Change Management Body of Knowledge (CMBok), and is also one of the authors for The Effective Change Manager's Handbook.

The awarding body for the qualification is APMG International.



## Training to meet your specific needs



### IN-COMPANY CLASSROOM

In-company training means we can reference your current processes, specific terminology and project management frameworks, throughout the course. This makes it easier for people to identify how best to apply the theory and concepts in the most effective and beneficial way. It also means your teams can work with 'live' project examples during course activities to develop useful outputs, making the programme even more relevant and effective.

In-company training:

- Offers you the convenience of choosing when and where the training takes place
- Minimises travel and accommodation overheads and can be more cost-effective
- Allows your teams to work with their actual project examples, discuss their specific challenges and find solutions together
- We get to know your ways of working and methods, before the course begins
- Post-course support includes follow-ups to review progress

## Why choose ChangeQuest?

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. Our focus is on your issues, making the course highly relevant and practical, so you get greater value for your investment.

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 experience from end-to-end has been exceptional and made learning an absolute pleasure!"  
**HEAD OF BUSINESS ENGAGEMENT**

"The course was one of the best I have attended. I felt like I absorbed so much from all the activities"  
**PROJECT MANAGER**

"Excellent venue, trainer and atmosphere. Very enjoyable course"  
**CHANGE MANAGER**

"Excellent – over exceeded my expectations. Course materials and trainer both excellent."  
**PROJECT 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**

"All very good. Appreciated the flexible approach and mixture of academic and practical"  
**HEAD OF BUSINESS PROCESS**

Contact us to discuss your specific requirements, and together we will find the solution that is perfectly suited to your needs.

Call on **+44 (0)1276 34480** or email **info@changequest.co.uk**