

Programme overview

Change agents have a crucial role to play in helping to bring about organisational change.

Given the pace and extent of change occurring in organisations, there is a shift away from a traditional top-down planned approach which relied on just a few people at the top leading and directing change. Successful change now relies on developing networks of skilful change agents across the organisation who can help facilitate change, who work alongside those who must actually implement change at a local level.

Change agents facilitate change. They help the sponsor, others involved in leading and managing change and those impacted by change, to stay aligned with each other.

Change agents act as the data gatherer, educator, adviser, facilitator and guide. They play a vital role in helping others understand the need for change, the impact of change and supporting people along the change journey.



Course structure

Certification

2 days



In-company course

Virtual classroom or Onsite classroom

Training to meet your specific needs either over consecutive days or split into modules

What you will gain

This APMG accredited Local Change Agent Certification is an opportunity to gain a globally recognised qualification. There is just one certification level for this qualification.

By the end of the course, you will be able to:

- Understand your role as a Change Agent and the role of others involved in change including Sponsors and Managers
- Develop techniques for helping yourself and your colleagues through change, such as: Active listening, Influencing skills, Facilitation of groups
- Define how to assess the extent and severity of the impact of change
- Understand how to assess the readiness for change in your area
- Know how to work with colleagues to develop a local change plan

What the course covers

Understanding and supporting people

- Active listening
- Managing transition
- Learning model and learning dip

Process mapping

- Benefits of process mapping
- Block diagrams and flowcharts

Change readiness

- Assessing change readiness
- Understanding training needs and skills coverage
- Recognising and dealing with resistance
- Force field analysis

Change Agents role in change management

- Change Agent's role
- Change Agents and sources of power

Facilitating change

- Role of the facilitator
- Using questions to facilitate discussion
- Capturing and organising information
- Preparing a group process and agenda
- Practical tools and logistics for facilitation
- Group dynamics and different personalities

Stakeholders and communication

- Identifying and analysing stakeholders
- AIDA communication model
- Influencing styles

Putting it all together

- Developing a local change management plan

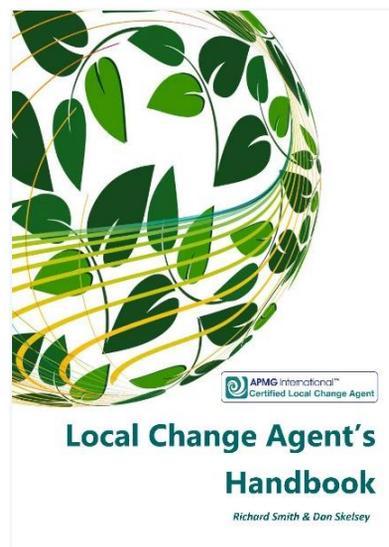
Duration and gaining the qualification

Certification: 2 days

2 days covers the main syllabus, with the exam at the end of the second day.

Examination

- 45 minutes
- Open book, silent environment
- 40 questions, multiple-choice paper
- Requires 20 (50%) correct answers to pass



Who should attend?

This certification is suitable for anyone involved in change at any level in the organisation. Whether you are a specialist in a particular area, a team leader, line manager, supervisor, in project management, heading a department or business unit – if there is change happening in your area, you will benefit from this course.

Course benefits

For individuals

You will learn about a wide range of tools and techniques to support people through change, and gain new skills and the confidence to successfully help people deal with change and make it happen.

For organisations

Developing this capability amongst people across the organisation, will help increase the level of adoption of change and ensure benefits are realised. Equipping more people to proactively facilitate change allows organisations to adapt more quickly in response to the level of disruption all industries now face and stay ahead of competition.

Training to meet your specific needs



In-company training

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
- 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 what they gained from the course

"Very informative. Handbook is a fabulous guide, very useful to have a set of tools to develop personal skills"

[DEPARTMENT MANAGER](#)

"Very valuable and relevant course. Found Change Equation, Influencing skills and managing resistance the most valuable for me"

[COMMUNICATION CONSULTANT](#)

"Great course, really enjoyed it. Planning stakeholder engagement and conducting a force-field analysis are immediately helpful for me."

[HR PROFESSIONAL SERVICES TEAM LEADER](#)

"The group discussions, chance for networking were a highlight. Very practical, I can apply many of the models to situations immediately"

[CUSTOMER SERVICE TEAM LEADER](#)

"Great facilitators. Good pace, wide range of subjects covered"

[OPERATIONS DIRECTOR](#)



More testimonials can be seen on our website [here](#)

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