

# Change Management Foundation & Practitioner Certificates

5 Days

## OVERVIEW

Change Management is all about preparing businesses for inevitable change, to ensure transitions occur as smoothly as possible. These certificates are accredited by APMG.

Delegates will learn how to deal with change before, during and after its implementation. How to transform employee attitudes to change, when it is often met with fear and resistance. Delegates will also enhance their communications skills, to help them effectively address opposition to change. Application of this Change Management knowledge will be tested in real work scenarios.

### KEY FEATURES:

- Recognise the drivers for change and consider the impact of change on individuals within the organisation
- Identify different organisation cultures and understand their impact on the change process
- Select an appropriate framework to use as the basis for the creation of a change management plan
- Plan learning activities to support change
- Identify and analyse stakeholders to understand their influence on the change plan
- Create and implement a communications management plan
- Develop an effective change team
- Develop organisations that can respond well to change

### **Practitioner level**

- Establish appropriate governance structures
- Prepare for large facilitated workshops to encourage meaningful dialog with those affected by the change.
- Design change that becomes the new "business as usual"

### EXAM DETAILS:

The Foundation exam tests the knowledge and understanding of Change Management in general. It is a 40 minute, 50 question, multi-choice paper. No course materials can be used.

The Practitioner exam tests the delegates ability to apply their Change Management expertise to real circumstances. It is 2.5 hours multiple choice paper. There are 4 questions worth 20 marks each. The course text book is permitted. Delegates need to achieve 50% to pass.

## AUDIENCE

This course is designed for anyone looking to implement change such as project managers, HR and operational managers. These decision makers apply changes and need to convince others that change is for the best. This course is also for delegates wishing to expand their knowledge of organisational change.

## OBJECTIVES

**After completion of this course, delegates should be able to:**

- Define change and the need for change
- Understand the impact and effect of change
- Identify stakeholders
- Develop influencing strategies
- Develop a communication plan
- Identify governance structures
- Prepare for change
- Develop teams to manage change
- Use change agents to help others
- Evaluate design factors to ensure change is embedded.

## PREREQUISITES

There are no pre-requisites to attend this workshop, however delegates should be in an appropriate role to understand the activities of this course. Pre-course reading is essential from the materials provided.

LEVEL: Advanced

COURSE FEE: £1,950.00 per person (includes course materials, examinations & refreshments)

To make a booking and for all enquiries:

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