
Length 3 days

Change Management Foundation

Overview: This course provides practical knowledge on Change Management techniques and the Foundation certification.

You will examine various Change Management techniques and explore which could be effectively implemented in your organization. The structured approach helps you understand how you deal with change as an individual, as a member of a team or organization, and as a leader. The program design explores the impact that change has on these four major areas:

- Individual Change
- Team Change
- Organization Change
- Leadership and Change

This course also prepares you for the APMG Change Management Foundation exam. Given that a primary course goal is to achieve the Foundation Certification, the course text will be provided in advance of the workshop so the participant

may begin studying. In addition, daily homework assignments and practice quizzes will be provided. The Foundation-level exam is taken at the end of the third day of the Traditional Classroom course.

Learning Objectives:

Participants will learn:

- Explore the dynamics of effective change work
- Understand how individuals learn and why many may resist change
- Enable teams to work together
- Understand various approaches to plan, implement, and sustain organizational change
- Assess the appropriate leadership style to best impact the organization
- Improve your ability to pass the APMG Change Management Foundation Certification exam

- Developing team dynamics
- Assessing organizational change readiness
- Leading organizational change
- Preparing for the Foundation exam

Audience:

Who should attend this program?

- Those wishing to achieve Change Management Foundation Certification
- Those in any role including leading, managing, or supporting the change initiative
- Those working in organizations where a change initiative is being planned or taking place
- Those that have already completed other change management certifications

Prerequisites:

Strong understand of Change Management concepts

Content Outline:

Getting Started

- Introductions
- Course structure
- Course goals and objectives

Introduction to Change Management

- Building a change management road map

- Defining organizational change
- Linking individual, team, organizational, and leadership change

Focusing on the Individual and Change

- How people learn
- Four approaches to individual change
- Personality and change – familiarization with MBTI
- Resistance to change
- How managers and change agents help others, including the GROW coaching model

Team Dynamics for Successful Change

- Why we need teams
- Types of teams
- Team effectiveness
- Team Change
- Leadership in team change
- How individuals affect team dynamics

Assessing Organizational Change

Readiness

- Morgan's four key metaphors for change
- Three different approaches to Organization Change
- The dynamics of change

Leading Change

- Linking leadership and organizational metaphors
- Different types of leadership
- Leadership roles in the change process

- Deploying SIMSCoM 5-step process: Stakeholder Identification, Mapping, Strategy, Communication, and Management
- Constructing an effective AIDA framework for stakeholders: Attention, Interest, Desire, and Action
- Achieving positive outcomes from potential conflict

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Exam Preparation

- Review of and practice with APMG sample questions and test papers

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Exam

- Traditional Classroom: The exam is taken and marked (provisionally) within the course

Summary of Next Steps:

About the Change Management Foundation Exam

- 1 hour closed-book exam
- 60 multiple-choice style questions, with 15 questions on each change area
- 30 marks required (out of 60 available) to pass – 50%

Passing the Change Management Foundation-level exam with a pass rate of 50% or higher is a prerequisite for sitting the Change Management Practitioner exam.

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