

WHAT IS CHANGE MANAGEMENT?

Unlike many of the methods offered, Change Management is not a specific single approach but it is a comprehensive set of models, tools and techniques that will allow you to get to grips with Change Management. The ideas assembled in *The Effective Change Manager's Handbook*, the study textbook, come from a diverse range of sources.

You will already be familiar with some of the metaphors on offer. But others will challenge your thinking about yourself, your organisation and how change happens.

Change is all around us. We traditionally tackle it using project or programme management methods such as APM or MSP®. These methods help us organise the mechanics of change: strategies, plans, schedules and reports and work with project or programme management.

Nevertheless we also need to consider the human side of change. Organisational sociology helps us make sense of how people respond to change at the individual, team and organisational levels. With understanding comes an ability to cope with, lead and manage change.

COURSE DESIGNED FOR?

This course is suitable for individuals working in organisations where a change initiative is being planned or taking place. Delegates' roles may involve leading, managing or delivering change.

COURSE OBJECTIVES:

After successful completion of the Foundation course, delegates will gain an understanding (Foundation Level) of the following areas. The Practitioner course builds on this understanding enabling the delegates to apply this knowledge to a given organisational situation.

- The human side of change and how to help people deal more effectively with change.
- The various types of change that affect organisations and the professional approaches which support the effective delivery of each change initiative.
- Working with Stakeholders in a change initiative
- Planning, executing and measuring communications
- Assessing the impacts of change
- The process of sustaining change and embedding a change initiative as the new BAU
- Pass the APMG Foundation exam
- Prepare for the Practitioner exam.

Change Management® Courses Outline



COURSE CONTENT:

The Foundation course covers the syllabus areas below. The Practitioner course builds on this understanding enabling the delegate to apply and tailor Change Management guidance in a given organizational change situation. Delegates will work through a range of exercises and case studies in order to broaden & deepen their understanding of Change Management initiatives and to prepare for the Foundation and Practitioner examinations.

Syllabus areas:

- Change and the Individual
- Change and the Organisation
- Communication and Stakeholder Engagement
- Change Management in Practice

Each syllabus area is developed and explored using a range of theories, approaches and using a variety of tools so that delegates have practical approaches to take away and use. Change always presents challenges and the content of the course enables delegates to meet these challenges.

PRE-REQUISITES:

There is no pre-requisite required at the start of this course, however in order to continue onto the Practitioner exam, a pass is required at Foundation.

DURATION AND EXAMS:

Classroom - The Foundation course is 3 days with an exam on the final day. The Practitioner course is a further two days with an exam on the second day.

Online - The Foundation course is estimated to take 30-40 hours study, The Practitioner course is estimated to take 10-20 hours study.

Exam - The Foundation exam is a 40 minute multiple choice exam with 50 questions, which requires 50% to pass. The Practitioner exam is a two and a half hour, open book exam, which requires 50% to pass.

INCLUDED IN THE COURSE:

- Pre course Study Materials & Email Support (Classroom)
- Official Change Management® Manual (classroom)
- APMG Change Management® syllabus (online)
- APMG Accredited Course Materials
- Change Management® Exam Guidance
- Official APMG Sample Exam Paper
- Tutor Support (classroom)
- Change Management® Foundation and Practitioner Exams (As applicable)
- APMG Change Management® E-Certificate (for successful candidates)
- Shipping Costs (classroom)

