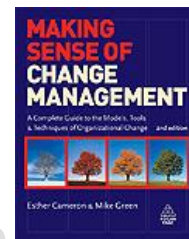


Principles of Change Management (Achieving APMG Change Management Foundation Certification)

Course Code: PCM

A comprehensive and practical introduction to the world of Change Management based upon the work of Esther Cameron and Mike Green.

Making Sense of Change Management examines managing and leading change in an organization. It covers key scenarios, including business restructure, mergers and acquisitions, cultural change and IT-based process change.



Benefits

Along with positive business results, change can frequently have negative effects, including lowered morale and productivity. In this course, you gain the skills to effectively implement change in your organisation, combat these negative effects, and develop a customised change toolkit. This course also prepares you for the APMG Change Management Foundation Exam offered on the final day of class.

Who Should Attend?

Managers and anyone responsible for implementing and guiding change as well as individuals wishing to achieve the Change Management Foundation Certification.

You Will Learn To

- Prepare for and take the APMG Change Management Foundation Exam
- Identify and evaluate organisational change
- Assess how individuals and teams deal with and adapt to change
- Build an integrated model of the organisational change process
- Identify different leadership styles and the role of leadership in the change process
- Overcome resistance to change by opening and using effective communication channels
- How the organisation engages with change
- How individuals respond to change, and the different ways of leading change initiatives
- How teams go through change, and how teams are enablers in change

Duration

Four Days

Course Timings

Courses run from 0900 to 1630 for formal class hours (1630 onward for informal and optional discussion of “topics raised on the day” and demonstration of relevant software tools if appropriate) There is a 1530 finish on the last day.

Public Courses (2009/10)

	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	Mar 2010	Apr 2010	May 2010	Jun 2010	Jul 2010	Aug 2010	Sep 2010
Reading	14	11	16	20	17	17	21	12	16	14	18	TBC

Cost (all prices are exclusive of VAT @ 15% or 17.5%)

	Standard Fees Per Delegate	October's Special Offer
Reading	£1,200 + VAT	£1,000 + VAT

Terms and Conditions include full and cleared payment prior to the course start date.

Principles of Change Management

Course Content: PCM

Overview

This workshop comprises of 4 modules covering change in; Individual, Team, Organisational and Leadership. You'll gain an understanding of:

Individual Change

- Learning and the Process of Change
- Behavioural Approach to Change
- Cognitive Approach to Change
- Psychodynamic Approach to Change
- Humanistic Psychology Approach to Change
- Personality and Change
- Managing Change in Self and Others

Team Change

- When is a Group a Team?
- Why we need Teams?
- Types of Organisational Teams
- How to Improve Team Effectiveness for Change
- What is Team Change?
- How will Teams initiate and adapt to organisational change

Organisational Change

- How Do Organisations Really Work? Four key organisational metaphors
- Models and Approaches to Organisational Change
- Three change models, Factors affecting change
- Managing change for organisational and customer benefit
- Understanding the interaction between people and process
- Designing a Framework for Managing Organisational Change

Leading Change

- Visionary Leadership and Change
- Creating a vision and rationale for change
- The Roles that Leaders Play
- Styles and Skills
- Matching Leadership Style to Phases of Change
- The Importance of Self-Knowledge and Inner Resources
- The importance of emotional intelligence

Additional Topics

- Assessing the tools, processes and methods available for implementing change
- Recognising and working with key players
- Leveraging the change sponsors
- Appointing a change champion
- Identifying individuals affected by the change
- What constitutes a best practice approach
- Highlights of ITIL 3, CMMI, PMBOK Guide and other best practice
- Leveraging process to support change
- Measuring progress toward the final change outcome

- Linking measurement to deliverables and the change vision
- Develop a customised measurement methodology for your organisation
- **Reducing resistance to change**
- Cascading the change vision and rationale throughout the organisation
- Translating the vision to day-to-day deliverables
- Closing the loop and utilising feedback
- Barriers to effective communication
- Overcoming negative stereotypes
- Personalising the change message
- Recognising the potential of diversity within a change programme
- Reviewing current change practices in your organisation
- Identifying the opportunities to improve the management of change
- Selecting the right tools and techniques to create an integrated change toolkit

Additional Important Course Information

The APMG Change Management Foundation Exam is offered on the final day of class.
The Course fee includes the Foundation Exam.

The Change Management exam is similar to that of the PRINCE2™ and MSP™ Foundation exams in that it is a multiple choice exam. It is accredited by the APM Group and successful exam candidates will receive a Certificate in the Principles of Change Management.

There are 60 questions, set up in 4 sections (each containing 15 questions) that match the modules covered during the workshop. You will need to gain 40 out of 60 to pass the exam.