



Change Management Foundation to Practitioner

Weekday course: Foundation - 3 days. Practitioner exam preparation - 2 days.

Weekend course: Foundation - 2 days. Practitioner exam preparation- 2 days.

“ PM-Partners have been leaders in training and professional certification for over 20 years.

Our trainers are highly qualified, practitioners in their chosen fields. ”

Overview

One of the challenges facing organisations today is how to modify the business through regular change initiatives, with minimum disruption and maximum gain. Research suggests that 70% of projects fail to secure their anticipated benefits because organisations install new systems, processes or practices, but fail to implement the change fully - people are not sufficiently equipped for or committed to, the new ways of working to sustain them. This demonstrates an obvious need for professionals to supplement traditional project and business management skills with skills in change leadership.

Objectives

Foundation

The Foundation course includes the review, consolidation of concepts and exam questions to prepare participants for the Foundation level certification. Other key objectives are to:

- Understand how individuals are impacted by change and be able to develop strategies to help people through change
- Develop insights into how organisations work, organisational culture and the models and processes of change
- Understand the drivers of change, the change governance structures typically used in organisations and how to define a change vision
- Appreciate how to prepare people for change and support their learning and motivation to change
- Learn about the stakeholder engagement process and how to develop suitable communications strategies and plans
- Appreciate the impact of change on organisations, how to build momentum for change and sustain it
- Understand the importance of defined change roles, and how to build and support an effective change team

Practitioner

The Practitioner course prepares participants to undertake and pass the Change Management Practitioner Examination. The Practitioner level qualification aims to measure whether the candidate has sufficient knowledge and understanding of the Change Management guidance to apply and tailor it to a given scenario situation.

The course also includes review, consolidation of concepts and exam questions for the Practitioner level certification. **Please note that the Practitioner course is an examination preparation course and focuses on the application of Change Management to prepare candidates for the Practitioner examination.**

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Change Management Foundation to Practitioner

Who should attend?

This course is designed for individuals involved in change initiatives who require a working knowledge of the key principles of change management, who need to know the terminology used and some of the theory behind the practice, including:

- Change managers and aspiring change managers
- Key staff involved in the design, development and delivery of change programmes
- Change leaders (e.g. Sponsors)
- Change agents (e.g. Business Change Managers)
- Change implementers (e.g. programme and project managers)
- Change support (e.g. PMO) and operational line management

Prerequisites

Foundation

To gain the most benefit from participating in this course, the following experience is recommended:

- Previous or current experience of working on change initiatives, or planning to do so in the near future
- Previous experience in a change environment

Pre-course work

Participants are **required to complete pre-course preparation** for the Foundation course.

Please be aware that pre-course work **must be completed** prior to the course. Failure to complete pre-course work may mean that you are not ready to fully participate in the course and may limit your ability to gain the outcomes you are hoping to achieve.

Pre-course material will be sent out 2 weeks in advance of the course (or at time of booking if booking less than 2 weeks prior to course commencement).

Practitioner

To be eligible to sit the Change Management Practitioner examination, participants must have obtained a pass in the Change Management Foundation exam (25 or more out of 50).

Key Topics

Foundation

The Foundation course provides a working knowledge of the key principles of Change Management and addresses:

- The change management context
- Change and the individual
- Change and the organisation
- Stakeholder strategy
- Communication and engagement
- Change impact
- Change readiness
- The change team
- Effective teams and team development
- Preparing for resistance

Practitioner

The Practitioner course looks at applying all areas of the Foundation course and includes:

- Project Management - change initiatives, projects and programmes
- Sustaining change
- Change levers
- Reinforcing systems
- Review of Practitioner examination format
- Practice Practitioner examination question

Course Delivery

Trainers of this course will use a practical delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience. Understanding and recall techniques will be used to provide participants with a solid Change Management comprehension.

Courses are facilitated by our expert team and can be conducted onsite or at our premises. All courses can be customised to suit your requirements.

Note: Weekend courses are conducted over two full weekends.

Materials: A comprehensive participant workbook is provided for each course along with the textbook *The Effective Change Manager's Handbook*, which is issued during the Foundation course.

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Development Units

Participants who have been awarded the Project Management Professional (PMP)[®] credential by the Project Management Institute (PMI)[®] are eligible to earn PDUs for their participation in this course as follows:

– Foundation

Weekday (3 days): **21 PDUs**
7 Technical, 6 Strategic and Business Management and 8 Leadership

Weekend (2 days): **18 PDUs**
6 Technical, 5 Strategic and Business Management and 7 Leadership

– Practitioner

(2 days) **14 PDUs**
4 Technical, 3 Strategic and Business Management and 7 Leadership

Participants holding any of the Project Management accreditations (CPPP / CPPM / CPPD) are eligible to earn **20 CPDs** for each of these short courses.

Certification

Foundation

The purpose of the Foundation certification is to confirm that a participant has sufficient knowledge and understanding of change management to work as an informed member of a team working on an organisational change initiative.

The Foundation course includes the Change Management Foundation Examination which consists of:

- Multiple choice format (closed book)
- 50 multiple choice questions
- 50% pass mark (25/50)
- 40 minutes duration

Weekday courses: Exam taken on the afternoon of day 3 of the Foundation course.

Weekend courses: Exam taken on the morning of day 1 of the Practitioner course.

Practitioner

The Practitioner course includes the Change Management Practitioner Exam. *Please note: a Foundation examination pass is a prerequisite to sitting the Practitioner examination.*

The exam consists of:

- Complex multiple choice based on a case study scenario
- 4 questions of 20 marks each
- 40 marks required to pass (out of 80 available) – 50%
- 2.5 hour duration
- Open book (*The Effective Change Manager's Handbook* only)

The exam is taken on the afternoon of Day 2 of the Practitioner course.

The Change Management qualification is valid for 5 years. Practitioners should re-register within 3-5 years of their original certification in order to demonstrate their commitment to professional development.



APMG International administers the Change Management examination scheme.