



Change Management

Foundation to Practitioner



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.



Change Management Foundation

Objectives

- » Explain the current context of change and how this is evolving
- » Understand major drivers of change and the organisational context of a change including the effects of organisational culture
- » Describe different approaches to planning and delivering change, including the value of collaborative 'co-design' approaches
- » Assess the impact of change and identify ways to support people through change, developing strategies to overcome resistance and build motivation for change
- » Support people who are in key change roles and help them build an effective change team
- » Explain how understanding of human dynamics and organisational context is changing the way we approach change
- » Analyse stakeholders and power dynamics to develop appropriate engagement strategies and develop effective communication and engagement plans for change
- » Identify different types of measurements that can be used to track the effectiveness of change management activities and apply change analytics for change management
- » Prepare for the Foundation exam

Prerequisites

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.

Key Topics

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

- » Organisational context
- » Organisational approach
- » People and change
- » Change leadership and teams
- » Stakeholder engagement
- » Communication
- » Work of the Change Manager

Exam and Certification

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:

- 50 multiple choice questions
- 25 marks required to pass (out of 50 available) – 50%
- 40 minutes duration
- Closed book

Weekday (in-class/virtual) courses: Exam taken on the afternoon of day 3 of the Foundation course.

Weekend (virtual) courses: Online proctored exam taken after the course. You have 6 months to schedule and sit your exam online.



Change Management Practitioner

Objectives

- » Apply key principles to define what needs to be learned by those involved in a change initiative
- » Understand how to provide effective and developmental feedback to support others through change
- » Apply coaching principles when supporting change leaders at every level
- » Demonstrate how to recognise and deal with different sources of conflict during change
- » Consider effective ways to facilitate groups to enable collaboration and co-design of change
- » Understand ways to sustain change by identifying organisational levers, adoption approaches and reinforcing systems to help embed change in an organisation
- » Prepare for the Practitioner exam

Prerequisites

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

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

- » Sustaining change
- » Learning for change
- » Coaching for change
- » Handling conflict in change
- » Facilitation for co-design
- » Practitioner exam guidance
- » Practice Practitioner exam questions

Exam and Certification

The purpose of the Practitioner course includes the **Change Management Practitioner Exam** which consists of:

- Objective testing based on a case study scenario
- 5 sections of 16 marks each
- 40 marks required to pass (out of 80 available) – 50%
- 2.5 hours duration
- Restricted open book / The APMG Change Management Study Guide

Weekday courses (in-class/virtual) courses: The exam is taken on the afternoon of day 2 of the Practitioner course, and papers are sent away for scoring.

Weekend (virtual) courses: Online proctored exam taken after the course. You have 6 months to schedule and sit your exam online.

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.

Course Delivery

As part of PM-Partners' new integrated learning solution, this course offers students the option to attend our bespoke classroom in person or virtually by dialling in from a remote location. Trainers are skilled at both delivery methods and use the latest in virtual technology to simultaneously provide participants with the same interactive, multi-faceted and challenging learning experience. Whichever delivery mode learners choose, comprehension and recall techniques will be used to provide them with a solid understanding of Change Management.

For group bookings, courses can be customised to suit your requirements and conducted onsite at your premises, at our training centre, or virtually.

- » **Virtual training:** You can learn more about our virtual delivery [here](#).
- » **Weekend courses:** These are conducted over two full weekends.
- » **Materials:** A comprehensive participant workbook is provided for Foundation. The Change Management Study Guide will be provided at Practitioner level.



Who is this course for?

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.

Professional Development Units (PDUs)

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/Virtual (3 days):** 21 PDUs (7 Ways of Working, 6 Business Acumen and 8 Power Skills)
- **Weekend (2 days):** 18 PDUs (6 Ways of Working, 5 Business Acumen and 7 Power Skills)

Practitioner:

- All courses (2 days) 14 PDUs (4 Ways of Working, 3 Business Acumen and 7 Power Skills)

Participants holding any of the Project Management accreditations (CPPP / CPPM / CPPD) are eligible to earn CPDs as follows:

- **Foundation: 20 CPDs**
- **Practitioner: 20 CPDs**

Why learn with PM-Partners?

Because we turn your career goals into reality.

Poor project skills are consistently quoted as a key reason for project failure. To be successful in project delivery, it's critical to invest in yourself and the capabilities of your team. This means setting clear goals and making a commitment to continuous improvement.

Certification and training is a vital part of this journey. But you need to know which foot to put forward, and when, to ensure you're heading in the right direction. That's where our expert guidance and support comes in.

Tell us where you want to go

At PM-Partners we start every conversation with the question, 'Where are you trying to go?' We then apply our expertise to show you exactly 'how' to get there.

We believe that having the relevant skills and methodologies is critical to delivery success, and ultimately career success. Depending on your aims, our team of professional development consultants will work closely with you to create a development pathway, or team training program, that aligns with your goals.

Helping to develop professional capabilities for 25 years

Our accredited programs provide certification and development across a range of globally recognised project management and delivery streams.

Each year, our expert facilitators train and certify more than 12,000 people throughout Australia, New Zealand and South-East Asia to best practice standards. All highly qualified practitioners in their field, they draw from real-life scenarios and their own experience to add real value for individuals, teams and organisations.

Our promise to you

PM-Partners is committed to providing industry leading education that is relevant, up-to-date and designed to meet your specific needs.

We offer qualifications in multiple disciplines, including key products in PeopleCert's best practice portfolio, such as ITIL®, PRINCE2® Project Management, PRINCE2® Agile Project Management, PRINCE2® Programme Management, Prince2® Portfolio Management, and P3O®; APMG's AgilePM®, AgileBA®, AgilePgM™, Lean Six Sigma, Managing Benefits and Change Management; as well as the Scaled Agile Framework® (SAFe®); and Business Analysis programs from The Australian Chapter of the International Institute of Business Analysis™ (IIBA®), to name a few.

To find out more about how we can help you or your organisation uplift their capability, contact the experts on 1300 70 13 14.



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Customer story

Listen to Dominic Cain speak about how he went from being a young Chef to a Programme Director.





It was absolutely marvellous training with Jeralyn R from PM-Partners for the Change Management Foundation and Practitioner courses. The training sessions were meticulously divided into theory and practical workshops... lots of workshop. This helped in understanding everything in the real-world purposeful sense! The CM Foundation course was also super engaging and was delivered extremely well by Barbara L. Guidance, methods, quick tips, workshops and support... The trainers did everything to ensure the candidates get value out of this! I am so glad I completed this course and the certification.

Totally satisfied!

Tuli Shah



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