

## International certification in Change Management



**How to get International certification in Change Management™ with APMG. Gain knowledge and capability through theories, practices and application of Change Management. Improve your effectiveness in facilitating change.**

## Change Management™ Foundation and Practitioner

Based on “The Effective Change Manager’s Handbook - Essential guidance to the change management body of knowledge” the course is and aligned to the Change Management Institute’s (CMI) global competency standards.

### Foundation Course

#### Change Management Context, learning and the individual

- Learning process and styles
- Learning dip

#### Change and the Individual

- Models of individual change
- Motivation
- Individual differences

#### Change and the organisation

- Metaphors of organisations
- Organisation culture and change
- Models of change
- Key roles in organisational change
- Drivers of change
- Developing vision

#### Stakeholder Strategy

- Identifying and segmenting stakeholders
- Personas and empathy maps
- Stakeholder mapping
- Influencing strategies

#### Communication and engagement

- Communication biases
- Feedback and communication approaches
- Communicating change - factors, barriers and approaches
- Communications channels (Push-Pull & Lean-Rich)
- Planning communications

#### Change impact

- Identifying and assessing change impact
- Stakeholder impact assessment
- Change severity assessment

#### Change readiness

- Motivation to change and supporting individuals
- Change agent networks
- Building organisational change readiness
- Building the change team
- Change Management Plan
- Preparing for resistance

### Practitioner Course

- Training planning
- Project Management - change initiatives, projects and programmes

#### Sustaining Change

- Change levers
- Levels of adoption
- Reinforcing systems
- Exam preparation

### Pre-Course Work and Study

The textbook and pre-course material is sent to the candidate when you register. You should spend 4-6 hours on preparation prior to the course in order to get the most benefit from the training experience.

### Course Structure

The course consists of practical activities to develop understanding of concepts, models and terminology. The Foundation course is 3 days, including the exam. You can take the Practitioner course as an extra 2 days, including the Practitioner exam. You can split the course into 3+2 and attend Practitioner at a later date.

### Who Should Attend

Anyone interested in Change Management principles and practices. Course attendance is suitable for Change Managers, Project Managers, Business/Process Analysts, Team Leaders/ Supervisors, Senior Managers, IT Professionals and HR Professionals.

### Examinations

The Foundation exam is a closed-book exam, 40 minutes, pass mark is 50%. The Practitioner Exam is an open-book 2.5 hour scenario based exam. The pass mark is 50% (40/80 marks). “The Effective Change Manager’s Handbook” can be used as a resource.

**Yellowhouse is a boutique best practice management consultancy based in Australia with an eye on the world.**

**We believe in quality. We work with best practice methodologies and training materials.**

<mailto:courses@yellowhouse.net> | [www.yellowhouse.net](http://www.yellowhouse.net) | phone 1300 733 905 or +61 7 3343 4256

# Enhance your ability to embrace and successfully manage the impact of change

**Change is inevitable. For many organizations change can become a regular occurrence.**

**Dealing with change and, more significantly, the impact of change, is a high priority for organizations.**

**It is therefore important that individuals have the opportunity to develop their capabilities to deal with change before, during and after it occurs.**



Our Change Management qualifications are designed to help organizations and their people manage the impact of change.

Supporting training courses explore how the dynamics of effective change work and help individuals and organizations:

- Unlock resistance to change
- Enable teams to work effectively to deal with and embrace change
- Speed up the implementation of change initiatives.

These courses focus on the theories of how change affects, and is affected by, individuals, teams, organizations and change leaders.

Training and certification will help candidates better understand change through the implementation of change theories, enabling a higher rate of satisfactory change and staff engagement.



Working in partnership with the Change Management Institute (CMI), the syllabus and exams are based on The Effective Change

Manager's Handbook, designed to teach areas of knowledge defined by the CMI's Change Management Body of Knowledge (CMBok).

## FURTHER INFORMATION

### Who is it for?

Our Change Management qualifications are aimed at all individuals involved in organization change, including current and aspiring change managers.

They are also relevant to individuals involved in the design, development and delivery of change programmes, including change leaders, change 'agents' (e.g. Business Change Managers), change implementers (e.g. Programme/Project Managers), change support and operational line managers/staff.

### Qualifications available:

- FOUNDATION (multiple-choice)
- PRACTITIONER (objective-testing)

### You may also be interested in

- AgilePM
- Facilitation
- Stakeholder Engagement

**FIND ACCREDITED TRAINING ORGANIZATIONS (ATOs) ONLINE AT [WWW.APMG-INTERNATIONAL.COM/ACCREDITEDPROVIDERS](http://WWW.APMG-INTERNATIONAL.COM/ACCREDITEDPROVIDERS)**

