

COURSE OUTLINE

Course Code: PM-CFT

Change Management™ Foundation & Practitioner



DURATION	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
5 Day(s)	Project Management	VILT\ILT	Foundation and Practitioner exams

Course Overview

The purpose of the APMG Change Management V3 Foundation qualification is to confirm that a candidate has sufficient knowledge and understanding of Change Management to work as an informed member of a team working on an organizational change initiative. The Foundation qualification is also a pre-requisite for the Practitioner qualification.

Change management is a specialist field that guides how we prepare, equip and support individuals to successfully adopt change in order to drive organizational success and outcomes. While all changes are unique and all individuals are unique, decades of research shows there are actions we can take to influence people in their individual transitions.

The APMG Change Management V3 (Foundation and Practitioner) qualification is designed to provide a robust foundation of knowledge for anyone involved in organisational change initiatives.

The Foundation exam is:

- 40 minutes
- 50 multiple-choice questions
- Requires 50% (25 marks) to pass
- Closed book – no other materials are allowed

The Practitioner exam is:

- 2.5 hours
- Objective testing questions based on a case study scenario
- 5 sections of 16 marks each
- Requires 50% (40 marks out of 80) to pass
- Open book (*The Change Manager's Study Guide* only)

Audience

This course would be of interest to all individuals who contribute in various ways to the process of change management, including:

- Recognizing the need for change and defining that change
- Assessing the organization's capability and capacity for change
- Acquiring resources, planning change and assessing its impact
- Equipping people with appropriate knowledge, skills and attitudes
- Communication & managing change projects and measuring change progress;
- Facilitating and/ or managing groups working on change initiatives

Job Role

- Change Managers
- Project Managers
- Business Analysts
- Change Agents

Exams and Certifications

Change foundation and practitioner certifications

Topics

- Organisational Context and Approach
- Organisational culture
- Structuring your approach
- Agile practices
- People and Change
- Individual differences
- Human response to change
- Human motivations and drives
- Change formula and change anxieties
- Learning and Change
- Competence and learning
- Change Leadership and Teams
- Key roles in organisational change
- Change agent's role and personal influence
- Leadership and psychological safety
- Leadership, culture and organisational change
- Teams and change
- Stakeholder Engagement
- Identifying and segmenting stakeholders
- Stakeholder analysis
- Building engagement
- Barriers and biases
- Change communication approaches
- Developing key messages
- Appealing to hearts and minds
- Communication channels (Push-Pull and Lean-Rich)
- Communication planning and strategy
- Assessing change impact
- Resistance to change
- Change analytics
- Foundation Exam Preparation
- Sustaining Change
- Types of levers for change
- Tipping point and critical mass
- Roger's adoption model
- Learning for Change
- Introduction to effective instruction
- Learning needs and objectives - knowledge, skills, and attitudes
- Coaching for Change
- Active listening
- Giving developmental feedback
- Framework for coaching
- Handling Conflict in Change
- Conflict in change situations
- Conflict management
- Facilitation for Co-Design
- Facilitation principles
- Tailoring Change Management Approaches for Different Scenarios

