



TRAINING PROGRAMME



Change Management
Practitioner (2024)

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Description



2 days;

The course runs from 9 a.m to 5 p.m.



Training, stationary or online (real time)



Language of training: Polish / English



Language of materials: Polish / English

The Change Management courses (Foundation and Practitioner), have been developed by APMG International Ltd. in collaboration with the Change Management Institute. They are designed to help organisations and their employees manage impact of change. They provide techniques to effectively plan and implement successful transformation initiatives.

In the modern business environment, change is relentless. This can be challenging, but it also presents opportunities. By effectively managing change, organisations enhance their productivity and achieve their goals in an environment of high volatility and uncertainty.

Understanding the impact of change on organisation and its people is crucial to its management. Change can have positive or negative effects. It can lead to increased productivity, improved morale and the generation of new development potentials. It can also cause stress, anxiety and resistance.

Change Management Practitioner focuses on the application and adaptation of the Change Management Institute guidelines to organisational change initiatives. The course will help you understand how to think about the work of change manager in your organisation and identify possible solutions to common problems.

The learning materials include a number of references to source publications, enabling you to deepen your knowledge on topics of particular interest to participants.

Purpose of the training

In addition to being able to apply the knowledge from Foundation level, Practitioner course participants will also be able to:

- ✓ Apply key principles to identify what those involved in a change initiative need to learn.
- ✓ Provide effective feedback to support others in the change process.
- ✓ Apply coaching principles when supporting change leaders.
- ✓ Recognise and deal with the various sources of conflict that occur during change.
- ✓ Know effective ways of facilitating groups so as to enable collaboration and co-design of change.
- ✓ Understand ways to sustain change by identifying organisational levers, adaptive approaches and reinforcing systems to help embed change in the organisation.
- ✓ Prepare for the Practitioner level exam.

Target group

- ✓ Aspiring or current managers of organisational change, transformation or transition.
- ✓ Individuals with key roles in the design, development and implementation of organisational change programmes, including:
 - Change project managers
 - Transformation managers
 - Owners and members of ownership bodies in organisations
 - Business change managers
 - Change programme managers
 - Operational managers.
- ✓ Individuals who have attended the Change Management Foundation course.

Benefits

- ✓ To gain understanding of how to support individuals during change implementation.
- ✓ To learn about tools, approaches and methods to support employees and managers during the change process.
- ✓ To practically learn how to solve problems that occur during change.
- ✓ To understand the leadership process stage by stage and how to build stakeholder engagement.
- ✓ To be able to measure the effectiveness of change.
- ✓ Number of PDUs: 14.

Exam and Certification

- prerequisites: Change Management Foundation certification,
- non-mandatory exam,
- scenario-based exam including multiple-choice questions (both single- and multiple-response), matching questions, true/false questions,
- number of questions: 5 main,
- pass threshold: 50% (40 out of 80 possible points),
- language of the exam: English, Polish,
- duration: 150 minutes,
- mode: online (after online training) or in-person (after in-person training),
- date: the exam is held on the 3rd day, after the two-day training,
- open book - candidates are allowed to use „The Change Management Study Guide”, provided to exam takers as part of the examination fee,
- validity of the certificate: 5 years,
- the participant who scores the necessary number of points in the exam is awarded the international certificate in electronic form.

When purchasing the exam, the participant may also buy a **retake (Retake Ready)**. In the case of an unsuccessful exam attempt this option allows you to retake the online exam within 12 months from the date of purchase, without paying the full cost of the exam.

The Retake Ready option can be purchased **from Inprogress only when placing an order for the first exam date**. Those who do not take the exam within the 12-month period cannot use the retake option.

The Retake Ready exam is conducted **online** with an **external examiner from APMG**.

Training programme

MODULE: SUSTAINING CHANGE

- ✓ Types of levers for change
- ✓ Critical point and critical mass
- ✓ Factors influencing the achievement of critical mass
- ✓ Carl Rogers change adoption curve

MODULE: COMPETENCE AND LEARNING IN CHANGE

- ✓ Introduction to effective communication
- ✓ The nine events of instruction
- ✓ Learning needs and objectives

- ✓ Competence charts
- ✓ Evaluation of the learning proces

MODULE: COACHING FOR CHANGE

- ✓ Active listening - basic behaviours
- ✓ Developmental feedback
- ✓ Coaching framework - conditions of the relationship with a client
- ✓ The GROW model
- ✓ Coaching questions

MODULE: DEALING WITH CONFLICT

- ✓ Sources of conflict in the change process
- ✓ Conflict management styles

MODULE: FACILITATION FOR CO-DESIGN

- ✓ Facilitated workshops
- ✓ Principles of co-design
- ✓ Agendas for co-design workshops

Methods and tools used in training

Trainings are conducted in the form of lectures and workshops.

| LECTURE PART | WORKSHOP PART |
|--|---|
| It is based on the presentation prepared by the trainer and is supplemented by the use of moderated discussions, exchange of participants' experiences and case studies. | <ul style="list-style-type: none"> ✓ exercises in small groups, ✓ individual exercises, ✓ case studies, ✓ moderated discussion, ✓ exchange of participants' experiences. |

The selection of the form and scope of the training, supported by the professional and training experience of a trainer, ensure that participants receive comprehensive coverage of the topics and acquire practical skills.

Training programme Change Management v3 Practitioner (2024)