Q40700 Change Management: Fundamentals

Duration: 1 day or 2 X .5 days LIVE online

Course Overview

This course will only be run as a face to face in-class event when it is confirmed safe to do so.

This is an introduction course to give attendees knowledge and understanding about what Change Management is, including key concepts about its background, selected core principles, terminology and some of the basic change models. It can be used as change management overview or as a stepping-stone course on the learning path to become an accredited change management professional. Ideal for project and programme managers involved in delivering change.

Who should attend?

- Programme/Project Managers
- Business Analysts
- Senior business stakeholders
- Change Agent Network
- Anyone interested in acquiring an understanding of Change Management

Prerequisites & pre-reading guidelines

There are no course prerequisites. However, it is recommended that attendees have 2–5 years business experience.

How certification is earned

Certification is dependent on correctly completing a 30-minute multiple-choice exam based on learnings from the day.

Course Objectives

On completion of this course, attendees will be able to:

- Understand what change management is and how it can contribute towards improved business outcomes
- Recall the principles for managing change using some of the change models and describe how they relate to organisational change management
- Describe what the key roles are in a change initiatives and their place in the change lifecycle
- Recall some methods to identify stakeholders and how this can be helpful in forming strategies to manage them
- Describe what is involved in assessing an organisation's readiness to change
- Understand what is meant by resistance to change and recall some common types
- Recognise the ingredients to create a change management plan

Context

Change Managers with Business Transformation skills are an essential part of the strategic team structure of any forward thinking organisation. But it doesn't stop there. The only constant is change and empowering staff at all levels and not just stakeholders, to embrace change, to recognise business change models and be willing and active change agents, will reduce resistance to change and increase delivery of successful change projects across and within teams.

Related courses

After completing this course attendees are asked to consider taking the more advanced 5-day APMG Certified Change Management in an Agile environment Course to continue on the learning pathway to become an accredited change management professional.

Additional Courses that may be of interest:

- APMG Certified Change Management in an Agile Environment (Foundation and Practitioner)

Course Outline

This course is delivered over 1 day and across 4 modules as follows:

Module 1: Introduction to Change Management

- Why change management is important
- What is impacting the speed of change
- Why change initiatives fail

Module 2: Fundamentals of Change and Change Management

- Change vs transition
- The change curve
- Change models
- Types of change

Module 3: Understanding who is Involved

- Change lifecycle and key roles
- Stakeholders – identifying and managing them
- Sponsor – what makes a good one
- Line Managers – why they are so important
- Change Agent Network – what is this

Module 4: Practical Change Fundamentals

- Change readiness
- Key role of communications
- Introduction to resistance
- The Change Management Plan

Course Exam

- 30-minute multiple choice exam

Contact

Patricia McGuire
Head of Training
Expleo Technology Ireland Ltd
M. +353 (0)87 235 5902
W. expleoacademy.com
pat.mcguire@expleogroup.com
academy@expleogrouptraining.com

expleoacademy.com

(expleo)
academy