AMPG Certified Change Management Version 3

(Foundation and Practitioner)
Duration: 5 days LIVE online across 2 weeks

Course Overview

This certification was developed in 2024 by APMG in collaboration with The Change Management Institute (CMI) and is highly practical. The course is delivered in 2 parts: Foundation leading onto Practitioner. While numerous tools and frameworks are introduced and used, throughout with relevant case studies provided, the course is primarily tools agnostic, to allow for flexibility in approach and choice depending on specific organisational requirements.

Who should attend?

- Change Makers and Shakers
- Anyone interested in understanding the basic principles of achieving successful organisational change, transition or transformation.
- Team members involved in organisational change, transition or transformation projects.
- Professionals pursuing the Change Management Practitioner certificate (Foundation certificate is a pre-requisite).
- Aspiring or current managers of organisational change, transition or transformation.
- Those performing key roles in the design, development and delivery of organisational change programmes, including:
  - Change Project Managers
  - Transformation Managers
  - Senior Responsible Owners
  - Business Change Managers
  - Change Programme Managers
  - Operational Line Managers

Prerequisites & pre-reading guidelines

A reference handbook is provided in advance of the course so that attendees can review the material prior to the APMG Change Management course and hit the ground running on Day 1. We recommend at least 10 hours of pre-course reading.

How certification is earned

E-proctored exams are conducted during the course for both Foundation and Practitioner level. APMG issues the certification directly.

Course Objectives

On completion of the APMG Change Management course attendees will know:

- The benefits of change management
- The organisational context and culture to change
- How people react to organisational change and how to help them adapt.
- How to develop strategies to keep people motivated while an organisation undergoes change
- The different types of change process e.g. planned and emergent change.
- How to apply appropriate process frameworks to optimally plan and understand organisational change.
- A range of organisation paradigms with which to understand, support and sustain organisational change processes.
- How to properly prepare for an organisational change initiative - such as building an effective change team and offering insights which enhance the team's performance.
- Requirements to prepare people for organisational change.
- How to establish a clear framework of roles, skills and activities through which leaders can support and sustain the change process.

Context

APMG Change Management course attendees will progress from being a team member involved in organisational change projects at the Foundation level to being recognised as a manager of organisational change at the Practitioner level acquiring the knowledge and skills to support smooth change in their organisation, including stakeholder management, ownership of change, organisational change initiatives and paradigms, creating a clear framework of roles supporting a successful organisational change strategy.

Course Outline

Module 1: Organisational Context and Awareness

• In this section, we look at the potential benefits of change management and understand the levels of adoption linked to effective change management delivery.

• A review of the change models and theories, including Cynefin model (understanding the differences between simple and chaotic change), Planned vs emergent change, systems thinking and forefield analysis

• Understanding how to structure your approach to change, including a 'co-design' approach, utilizing the ADKAR model, considering change in agile practices and the continuous change management cycle

Module 2: People and Change

• The module will focus on the people impacted by change, including an introduction to neuroscience and change, the change curve and understanding the change journey.

• It also explores the human motivations and drives behind people and how this can be utilised and understood to support your change project.

• This module also includes a look at learning and change, including the importance of competence and learning, and the individual learner process and preferences.

Module 3: Change Leadership and Teams

• This section looks at the key roles in change, including practical guidance about what makes a good change sponsor, a good change agent and the important role that line managers play in making change happen.

• This section also includes an explanation of leadership and psychological safety in change, and how leaders shape organisational culture.

• Understand team structures, how teams develop and how to assess and grow team effectiveness to support change.

Module 4: Stakeholder Engagement and Communications

• This section of the course provides a step-by-step guide to communicating with all stakeholders according to a set of communication principles that ensure messages are not only given, but that those affected are consulted and involved. Emphasis is on generating ownership of the change at every level throughout the organisation, ensuring change is seen as a collaborative, shared initiative.

• Included is a walkthrough of the basics of communication theory, barriers to communication and communicating change, connecting with hearts and minds.

• We will also look into the possible channels to communicate change and how to plan this effectively.

Module 5: Work of a Change Manager

• This material is very practical, focused on how to assess change impact and severity in an organisation,

• It will also explore the possible resistance to change that you may see when leading a change project and importance of understanding the resistance as a change manager.

• The module will also provide effective guidance and tools to measure change from an analytical point of view, and how to and build a strategy to address and support impacted areas.

Related courses

• ICAgile Certified Professional Agile Fundamentals
• ICAgile Certified Professional Product Ownership
• PMP® Project Management Preparation course

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