

Change Management Foundation & Practitioner

Change can have a major impact on all organisations and the impact of change should be a high priority for all organisations. This course looks at the theories of how change impacts on and is affected by the individual, the team, the organisation and the change leader.

The Foundation level part of this course introduces delegates to change management, why change happens, how it happens and what steps must be taken to overcome reluctance to change. After successfully passing the Foundation exam, delegates move on to Practitioner level where they build on their knowledge and skills while focusing on how to apply and customise Change Management theories and practices for difference situations within an organisation.

Benefits to the individual

- Improve ability to change by managing reactions and develop an understanding of change by identifying the impacts that initiatives can have and learning to address them
- Know how to take people through the various phases of transition and lead change more effectively with less resistance and more support
- Help you understand how to react to change so you are equipped to lead more effectively and sympathetically

Benefits to the business

- Reduce the risk of failure or delay during periods of organisational transformation by maintaining productivity and reducing costs
- Gain support from staff and instil confidence in the change management programme so employees are comfortable and prepared to move forward to the next stage
- By understanding change, organisations can react more effectively to competitive pressures and to global, political and environmental issues

Audience

This course is aimed at anyone who needs to facilitate or direct change.

Course duration

Five days.

Pre-requisites

There are no pre-requisites for Foundation level but delegates must successfully pass the Foundation exam before proceeding on to Practitioner level.



Course outline

This course aims to give delegates the skills and confidence to:

- Define what change means and look at its impact on individuals, teams and the organisation
- Understand the impact of change on individual and team productivity, including an overview of the learning cycle, learning styles and personality types
- Explore team dynamics, the criteria for effective teams and the effect change initiatives can have on team productivity
- Analyse how different organisation types are affected by change
- Consider various models of organisational change and state how best to apply them to a project scenario
- Investigate the role of the leader, how to manage resistance to change
- Specify how to apply Change Management approaches and techniques to the management of change within your organisation

Over the course of the five days, the following topics are covered.

Course content

Individual Change

- Learning what happens when individuals experience change
- Identifying what factors affect an individual's response to change
- Being aware of how personality affects an individual's relationship with change
- Recognising how and why individuals resist change
- Focusing on coaching individuals through change
- How to employ active listening and feedback tools and techniques

Team Change

- Focusing on improving team effectiveness
- Understanding how teams change and develop
- Learning about leadership issues in team change, with focus on the team leader's role
- How team change impacts organisational change
- Learning the skill of facilitation and the process of action learning

Organisational Change

- Identifying key metaphors of organisational change and how they link to Change
- Management
- Recognising your own assumptions about how organisational change works
- Learning and critically evaluating different models of organisational change
- Beginning to build an integrated model of the organisational change process

Leadership and Change

- Understanding the relationship between leadership style and change
- Understanding the effects of different leadership styles on the change process
- Learning about the different leadership roles in the change process
- Developing a personal action plan to respond to the demands of leading change
- Understanding the importance and process of Stakeholder Engagement

Exam details

The 1 hour Foundation exam is a closed book exam and consists of 60 multiple choice questions worth 1 mark each. The pass mark is 50%.

The 3 hour Practitioner exam consists of 4 questions worth 20 marks each. The pass mark is 50%. Delegates are allowed to refer to the manual and candidate handbook but no other materials.