

## Achieving APMG Change Management Practitioner Certification - 5 Days

### Course 288 Overview

- You Will Learn How To**
- Prepare for and take the APMG Change Management Foundation and Practitioner Exams
  - Improve your exam-taking techniques with Change Management sample questions and practice exams
  - Profile the behaviour individuals, teams and organisations exhibit during change
  - Enhance dynamics between individuals and teams for high performance
  - Critique an organisation's readiness for change by applying proven techniques and approaches
  - Assess leadership styles and their impact on change

**Course Benefits** This course prepares you for the APMG Change Management Foundation Exam, given on Day 4, and Practitioner Exam, given on Day 5. The APMG Change Management Certification recognises knowledge and experience in dealing with the theories of how change impacts, and is affected by, individuals, teams, organisations and leaders of change initiatives. This course also provides the skills to effectively implement change in your organisation and combat the potential downsides of change.

**Who Should Attend** Those wishing to achieve Change Management Practitioner Certification. Previous change management experience is recommended but not required.

**Workshop Course** Under the guidance of a Change Management accredited trainer, you complete workshops and practice tests, and then take the Foundation and Practitioner exams in class. Workshops include:

- Taking the Change Management Foundation and Practitioner Certification exams
- Daily exam practice and review sessions
- Designing a practical framework for positive engagement with organisational change
- Identifying leadership and motivational factors for successful change
- Creating your good practice model
- Developing an integrated strategy designed to reduce resistance to change

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### Course 288 Outline

#### Foundation and Practitioner Exams

##### Creating the conditions for exam success

- Gaining insight into the exam process
- Applying proven tips for exam success
- Practising with test questions and mock papers
- Incorporating feedback for improved performance

##### Foundation Exam: Day 4

- Taking the exam
- Obtaining your Foundation Exam results

##### Practitioner Exam: Day 5

- Completing the necessary APMG paperwork
- Taking the exam

#### Focusing on the Individual and Change

##### Introduction to change management

- Building a change management road map
- Defining organisational change
- Integrating change into an organisational structure
- Linking individual, team, organisational and leadership change

##### Personalising the change plan

- Applying the four organisational metaphors to clarify perceptions
- Creating a change plan that accommodates how different personalities handle change
- Reviewing personality and team models

##### Coaching to deliver change

- Facilitating change using the GROW model
- Adapting communication to learning styles
- Managing change in ourselves and others
- Preparing managers and change agents to guide others through the change process

#### Team Dynamics for Successful Change

##### Team roles and personality types

- Employing diversity as an asset for collaboration
- Selecting the appropriate leadership style

##### Establishing a high-performing change team

- Building an effective team using a five-step approach
- Creating, facilitating and sustaining team effectiveness

- Accelerating team evolution using a four-stage model
- Leading teams from forming through performing stages

#### Assessing Organisational Change Readiness

##### Preparing the organisation for change

- Capturing likelihood of acceptance through three change practice models
- Customising your change management strategy using metaphors, models and tools
- Adapting your change management rollout using three key scenarios

#### Applying four dynamic transitional approaches

- Change formula
- Managing transition
- Systemic change
- Complex responses

#### Recognising success and failure

- Implementing lessons learned
- Employing a four-step process model

#### Leading Change

##### Leadership roles in the change process

- Deploying a dispersed leadership model
- Four key roles for success: sponsor, implementer, advocate and agent

##### Leadership and phases of change

- Getting the early steps right
- Avoiding change fatigue
- Leading through transition
- The benefits of self-awareness in leading change
- Adhering to leadership principles

##### Selecting a leadership style profile

- Matching leadership style and organisational metaphors
- Five leadership styles: visionary, transformational, storytelling, adaptive and connective

#### Modifying your leadership style to the change environment

- Connecting the appropriate leadership style to individual, team and organisational requirements
- Enhancing process and framework capabilities

#### Identifying and engaging stakeholders

- Deploying SIMSCom: stakeholder identification, mapping, strategy, communication and management
- Constructing an effective AIDA[S] framework for stakeholders: attention, interest, desire, action
- Gaining positive outcomes from potential conflict