



CHANGE MANAGEMENT FOUNDATION & PRACTITIONER

DURATION: 5 DAYS



ENTERPRISE

This Change Management Foundation/Practitioner course is based on the Change Management Body of Knowledge as defined by the Change Management Institute (CMI), an independent, global professional association of change managers. This body of knowledge provides an independent benchmark for the professional knowledge expected of an effective change manager.

WHO SHOULD ATTEND

- **Foundation level** is for anyone who wants a sound understanding of Change Management principles and practices.
- **Practitioner level** is ideal for those who lead, manage or contribute to the facilitation of change within an organisation.

LEARNING OUTCOMES

- Understand the human side of change and know how to help people deal more effectively with change.
- Understand the various types of change that affect organisations, and know how to draw on a range of professional approaches to support the effective delivery of the organisation's desired outcomes from each change initiative.
- Know how to identify and work with the stakeholders in a change initiative, and how to plan, execute and measure the effective communications required to build and maintain their engagement.
- Know how to assess the impacts of change, to develop effective change teams and to recognise and address resistance to change.
- Understand the process of sustaining change and know how to embed a change initiative as the new 'business as usual'.
- Build the organisation's capability and capacity to deal successfully with change, improving agility.
- Increase the probability of successful business change/transformation – supporting strategic direction.
- Minimise risks (costs, delays, loss of employee engagement, reputation) associated with failed initiatives.
- Align change initiatives with established, process-driven methods (like PRINCE2® and MSP®) to develop a unified approach to change.
- Develop and sustain employee commitment and alignment with organisational purpose during times of change.
- Build and maintain the engagement of internal and external stakeholders with new initiatives.
- Manage more effective change communications with internal and external constituencies so that change is understood and supported.
- Improve assessment of change impact, integrated change planning and successful embedding of change into the life of the organisation.

**GET AHEAD OF THE GAME
GET CERTIFIED**

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COURSE CONTENTS

1. THE CHANGE MANAGEMENT CONTEXT, LEARNING AND THE INDIVIDUAL

- Learning process and styles
- Learning dip

2. CHANGE AND THE INDIVIDUAL

- Models of individual change
- Motivation
- Individual differences

3. CHANGE AND THE ORGANISATION

- Metaphors of organisations
- Organisation culture and change
- Models of change
- Key roles in organisational change
- Drivers of change
- Developing vision

4. STAKEHOLDER STRATEGY

- Identifying and segmenting stakeholders
- Personas and empathy maps
- Stakeholder mapping
- Influencing strategies

5. COMMUNICATION AND ENGAGEMENT

- Communication biases
- Feedback and communication approaches
- Communicating change – factors, barriers and approaches
- Communications channels (Push-Pull & Lean-Rich)
- Planning communications

6. CHANGE IMPACT

- Identifying and assessing change impact
- Stakeholder impact assessment
- Change severity assessment

7. CHANGE READINESS

- Motivation to change and supporting individuals
- Change agent networks
- Building organisational change readiness
- Building the change team
- Change Management Plan
- Preparing for resistance

8. EXAM REVISION/PREPARATION AND FOUNDATION EXAM

9. PRACTITIONER COURSE

- Training planning
- Project Management – change initiatives, projects and programmes
- Sustaining Change

10. EXAM REVISION/PREPARATION & PRACTITIONER EXAM

ALC is accredited by APMG to deliver Change Management Training at Fdn + Prac Levels.