

Change Management Foundation

Course Information

Certification: Change Management®
Foundation
Duration: 3 Days
Domain: Change Management
Delivery Method: Classroom, Virtual Classroom

Accreditor: APMG
Available Languages: English
Purchase Options: Pay per Use

Course Description:

Do you understand the psychology, the mechanisms and the options for helping staff cope with change issues and of establishing new ways of working so that change is effective?

Global competition brings change. Mergers and acquisitions bring change. New governmental statutes and regulatory directives bring change.

As the developed world moves from a production-based, to a service-based economy, you need to know the characteristics of different organizational structures, how they work and the issues that you will face as you try to help them change.

The Change Management Foundation course deals with the theories of how change impacts on and is affected by the Individual, the Team, the Organization, and the Change Leader.

This course will provide you with underpinning knowledge of the behavioral associated with managing change in organization life, and of many key models and tools used by practitioners to address these issues effectively.

Based on the acclaimed book, "The Effective Change Manager's Handbook " this course provide the opportunity to attain certification for Change Management Foundation issued by APMG-International.

Audience:

- Project Managers
- Business/Process Analysts
- Team Leaders/Supervisors
- Senior Managers
- IT Professionals
- HR Professionals



Learning Objectives:

At the end of this course, you will be able to:

- Understand how individuals are impacted by change and be able to develop strategies to help people through change.
- Develop insights into how organizations work, organizational culture and the models and processes of change.
- Understand the drivers of change, the change governance structures typically used in organizations and how to define a change vision.
- Appreciate how to prepare people for change and support their learning and motivation to change.
- Learn about the stakeholder engagement process and how to develop suitable communications strategies and plans.
- Appreciate the impact of change on organizations , how to build momentum for change and sustain it.
- Understand the importance of defined change roles, and how to build and support an effective change team.

Prerequisites:

There are no formal prerequisites for the Foundation course.

Course Materials:

- For Participants
 - Course Book (eBook or printed)
 - Not for Print
- For Instructors
 - Presentations
 - Instructor Guide (eBook)
 - Not for Print

Course Agenda

Day1	Day2	Day3
Introductions and Objectives	Stakeholder Strategy	Change Impact
The Change Management Context	Communication and Engagement	Change Readiness
Change and the Individual		The Change Team
Change and the Organization		Effective teams and team development
		Preparing for Resistance



Course Outline

Introductions and Objectives

Chapter 1: Organizational Change

Chapter 2: Change and the Organization: Defining Change

Chapter 3: Benefits Management

Chapter 4: Stakeholder Management

Chapter 5: Communication

Chapter 6: Change Impact

Chapter 7: Change Readiness

Exam Information

Exam Description

The Change Management Foundation exams are delivered by APMG. The participants and training organizations can attain the vouchers for the exam through ITpreneurs.

Exam Facts

Delivery	Online and Paper based
Format	Closed book
Proctoring	Web Proctored
Duration	40 minutes (15 minutes extra for non-English examinees)
# of questions	Four sections, total of 50 multiple choice questions
Pass Grade	50% (25 marks required to pass out of 50)

Exam Prerequisites

- While there are no formal prerequisites, it is recommended that the participant has completed the Change Management Foundation training.

Proctor Requirements

- [Standard Procedures apply](#)

Exam Location

- Remote, at any approved location with a webcam (home/office)

Exam Planning

- Exams can be taken on the last day of the course or later.

Course Specific Delivery Information

Course Delivery Requirements



Course Logistics	[Standard Procedures apply]
Internet Connection (in Class)	Optional

Accreditation Requirements

The course is accredited by:

- APMG- [View Accreditor Fact Sheet](#)

Instructor Requirements

All courses have a [standard operating procedure](#) for onboarding instructors. This document describes the minimum requirements for all instructors for any course.

All instructors delivering the Change Management Foundation course must also meet the following additional criteria:

- Hold the current Change Management® Foundation certificate.
- Have a minimum of 3 years experience in the subject.
- Demonstrate the ability to manage, run and deliver training courses.
- Have a minimum of 10 days experience delivering classroom based training.

Train The Trainer Program

- **TTT Duration:** 8 hours
- **TTT Delivery:** Virtual
- **Language:** English
- [\[Standard Procedures apply\]](#)

Ordering Information:

[Standard Procedures apply](#)

ITpreneurs Services Teams / Contact Information

ITpreneurs Customer Service Team	For placing orders, Questions on order management, course logistics, general course management, instructor queries (bookings, issues), write to service@itpreneurs.com
ITpreneurs Service Desk Team	Support for online learning components such as the e-learning courses, eBooks licences, learning portals, websites, technology. servicedesk@itpreneurs.com
ITpreneurs Exam Team	Exam support, login questions, and proctor support questions; exams@itpreneurs.com



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