

Change Management Course Outline

Target Audience

Business Managers, Change Managers, those involved in Change Teams, Project and Programme Managers wishing to extend their knowledge in this area

Summary

The Change Management qualifications will equip you with the knowledge of a wide variety of techniques aimed at helping people undergo changes in their working lives.

This syllabus is based on the 2nd edition of Making Sense of Change Management text by Esther Cameron and Mike Green, and supplementary text from the same authors and the People Alchemy, Alchemy for Managers website.

All delegates should have a copy of this course text and access to the web site.

Length of Course

The Change Management course comprises:

Foundation Qualification – 3 days

Practitioner Qualification – 2 days

Delegates have the option to attend the courses separately or combine the two courses over 5 days and sit both exams.

Pre-Requisites

The Foundation exam is a prerequisite for the Practitioner. There are no pre-requisites for the Foundation course, however, delegates should have an understanding of the purpose of Change Management.

Timings

The course will begin at 09.00 and end at 17.00.

There will be a lunch break and further short breaks in the morning and afternoon.

Change Management Training Courses can be delivered both In-House and on our Open Schedule.

Learning Approach

The Courses are a mixture of input sessions and examination-based practical work, with feedback from the Tutor

Activities include:

- ❖ Buzz Groups
- ❖ Case Study and Exercises
- ❖ Practice examinations

Course Timings

The course will begin at 09.00 and end at 17.00. There will be a lunch break and further short breaks in the morning and afternoon.

Change Management Foundation Objectives

The Foundation Course aims to measure whether a candidate could act as an informed member of a change management team during a period of change within part or all of their organization.

The Four Subjects covered are:

- ❖ Individual Change
- ❖ Team Changes
- ❖ Organisational Change
- ❖ Leading Change

Change Management Practitioner & Re-Registration Objectives

The Practitioners qualification is aimed at change managers and aspiring change managers who must demonstrate an understanding of the principles and theory contained in the text supported by practical application and a good general level of understanding.

The exam is based on a scenario and requires delegates to tailor, adapt and apply the various techniques to a Case Study.

Continuing Professional Development

APMG requires all Registered Practitioners to keep their skills up to date, by taking and passing a Re-Registration Exam every five years.

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Data Protection

Submission of the Exam Booking Form expressly provides permission for Novare Consulting to supply relevant details about your examination, including results, to employers/other interested parties where applicable.

Evidence of Identity

When attending the exam, delegates must present an official form of **photographic** identification. ***Delegates will not be eligible to sit the exam without this identification***

Change Management Foundation Exam

- ❖ 60 minute, closed book exam set by the APMG with 60 multiple choice questions
- ❖ 50% pass mark (30 correct answers out of the 60 questions)
- ❖ The exam papers are marked the same day by the trainer. Unsuccessful delegates will be able to re-sit the exam on the same day

The exam will test delegates' knowledge of:

- ❖ The behaviour that individuals, teams and organizations exhibit during change
- ❖ The purpose and responsibilities of the roles typically associated with change management
- ❖ The approaches to organizational change outlined in the text
- ❖ Understand the concept of leadership and the different behaviours and skills associated with the leadership of change

Change Management Practitioner Exam

- ❖ 3 hour exam, set by the APMG
- ❖ Candidates may refer to their annotated copy of the Making Sense of Change Management plus the supplementary People Alchemy material.
- ❖ 4 Objective Testing multiple choice questions worth 20 marks each. 50% pass mark (40 marks out of 80)

- ❖ The exam papers are marked by the APM Group who set the exam. Results are normally sent to delegates 5-6 weeks after the exam

The exam will test delegates' knowledge of:

- ❖ All of the techniques for change explained in the text
- ❖ The relationships between individual, team and organizational change and can apply this understanding to a change management scenario.
- ❖ Leadership and how it can be applied to change management situations.
- ❖ Ability to apply the change management approaches and techniques to different organizational environments

Preparation & Homework

All delegates will receive the following:

- ❖ The book "Making Sense of Change Management"

Delegates should:

- ❖ Allow at least 8-10 hours to prepare for the course
- ❖ Expect about 2 hours of homework every evening

Change Management Delegate Preparation

The Manual "Making Sense of Change Management" (4 - 6 hours)	
1	Individual Change
2	Team Change
3	Organisational Change
4	Leading Change

People Alchemy Web-site
www.peoplealchemy.co.uk