

Certified Local Change Agent™

CM 5700 | Length: 2 days | 14 PDUs/contact hours | Talent Triangle - Leadership

APMG-International Change Management™

Overview

During this program you will examine various change management techniques and explore change management models that could be effectively implemented in your organization. The structured approach helps you understand how you deal with change as an individual, as a member of a team or organization, and as a leader. The program design explores the impact that change has on these four major areas:

- Change and the Individual
- Change and the Organization
- Communications and Stakeholder Engagement
- Change Management Practice

This course also prepares you for the APMG Certified Local Change Agent exam. Given that a primary course goal is to achieve the Change Agent Certification, the course textbook will be provided in advance of the workshop for participants to study. In addition, an evening practice exam will be provided. Exam is taken at the end of the course.

Performance Outcomes

- Develop the knowledge, tools and understanding necessary to help colleagues, managers and teams to embrace and implement change successfully.
- Provide effective support to colleagues during organizational change.
- Support idea-generating activities such as the use of simple process-mapping techniques.
- Develop local change plans which identify specific changes and how best to introduce them.
- Mitigate resistance to organizational change.
- Preparing for the Certified Local Change Agent exam

Learning Objectives

- How to provide personal support for colleagues going through organizational change
- Support idea-generating activities such as the use of simple process-mapping techniques
- Help develop local change plans that identify what will change and how best to introduce change
- Mitigate resistance to organizational change
- Leverage facilitation techniques to engage colleagues and promote effective change
- Develop personal and interpersonal skills in the role of local change agent
- Improve your ability to pass the APMG Certified Local Change Agent exam

Audience

Who should attend this program?

- Those wishing to achieve Certified Local Change Agent certification
- Those facing significant change
- Contributors who are asked to support colleagues and managers implementing change
- Those working in organizations where a change initiative is being planned or taking place
- Those who have already completed other change management certifications

Prerequisites

Study course text book, The Local Change Agent's Handbook. This book is supplied upon enrolment to the course.

Content Outline

Getting Started

- Introductions
- Course structure
- Course goals and objectives

Understanding and Supporting People in Change

- The roles of a change agent
- Change agent behaviours
- Understanding human transition and organizational change

Facilitating and the Change Process

- Role of the facilitator
- Clarifying ownership and objectives
- Preparing for the meeting
- Opening, managing and closing the meeting
- Group techniques

Learning and Communication in Change

- Identifying and understanding stakeholders
- Communication plans and engaging stakeholders
- Understanding learning through change

Change Readiness and the Change Plan

- Motivation and ability
- Understanding resistance to change
- Putting it all together – the change plan

About the Exam

APMG-International Certified Local Change Agent exam preparation and exam (day 2)

- Review of and practice with APMG sample questions and test papers
- 45 minutes, open-book exam
- 40 multiple-choice style questions
- 20 marks required (out of 40 available) to pass – 50% pass mark



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