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Length 2 days

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# Change Management Practitioner

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**Going Beyond the Basics - Practitioner Exam Preparation Overview:** This course provides practical knowledge on Change Management techniques and the Practitioner certification.

You will examine the application of various Change Management techniques in different contexts. The course focuses on understanding of how to apply and tailor Change Management guidance in a given organizational change situation. A successful Practitioner candidate should, with suitable direction, be able to start applying the Change Management approaches and techniques to a real change initiative; however they may not be sufficiently skilled to do this appropriately for all situations. Their individual Change Management expertise, complexity of the change initiative and the support provided for the use of Change Management approaches in their work environment will all be factors that impact what the Practitioner can achieve.

This course also prepares you for the APMG Change Management Practitioner exam. Given that a primary course goal is to achieve the Practitioner Certification, daily homework assignments and practice quizzes will be provided. The Practitioner-level exam is taken at the end of the second day of the Traditional Classroom course.

## Learning Objectives:

- Explore how the dynamics of effective change work
- Offer relevant insights in discussions about how to prepare for change, including factors which will increase the probability of a successful outcome

- Help identify individual learning issues affecting change, suggest learning activities appropriate to different individual learning styles, and evaluate the roles in the change process of feedback, coaching and action learning
- Recognize early signs of resistance to change and propose actions to mitigate it
- Identify the impact of individual personality types on responses to change and on team relationships, and to suggest positive ways to make use of such diversity
- Support a range of types of teams with insights which will help achieve team effectiveness, including an appropriate role for facilitation of team meetings and processes
- Recognize the development level of a team and help its leaders to respond appropriately
- Offer an appropriate process framework to help plan or understand any particular organizational change
- Identify issues facing change leaders and offer insights to help them adapt their leadership style and approach to be appropriate to the situation
- Support the mapping of stakeholders around a change process and help develop ways to build and maintain stakeholder engagement.
- Improve your ability to pass the APMG Change Management Practitioner Certification exam

## Audience:

- Intermediate/Advanced Change Management specialists
- Those who have successfully completed the Foundation exam and would like to achieve Change Management Practitioner Certification
- Anyone in a role that involves leading, managing, or supporting the change initiative, particularly for those working in organizations wherein a change initiative is being planned or taking place

## Prerequisites:

- Successful completion of the Change Management Foundation course and APMG Change Management Foundation exam with a pass rate of 50% or higher.
- Approximately 2 hours of study on the first evening will be required by those who wish to pass the exam.

Note: This course should be purchased in conjunction with the Foundation course as part of SPM Learning's - APMG Change Management Certification program.

## Content Outline:

### Getting Started

- Introductions
- Course structure
- Course goals and objectives

## **Review of Foundation Content Individual Change Practitioner**

- riate learning activities for individuals with different learning preferences
- How to influence different personality types
- How to coach individuals using the GROW model and supporting techniques

## **Team Change Practitioner**

- How team effectiveness can be improved during change using:
  - Glaser and Glaser 5 elements
  - Tuckman's model of team change
  - bion and Turquet's leadership
  - John Adair model

## **Organization Change Practioner**

- Strategic change process and how to apply the six essential characteristics
- Tools that support complex change
- Suitable approaches to manage and implement successful change

## **Application of Change**

- Leadership approaches, roles and styles to lead change
- Overcome the pitfalls linked to the four key organizational metaphors by adopting different types of leadership and leadership approaches

## **APMG Change Management Practitioner Exam Preparation**

- Review of and practice with APMG sample questions and test papers

## **APMG Change Management Practitioner Exam**

- Traditional Classroom: The exam is taken and submitted to APMG for marking

## **Summary of Next Steps:**

### **About the Change Management Practitioner Exam**

- 3 hour open-book exam (manual only)
- Objective Testing Exam (OTE) multiple-choice questions
- 4 questions per paper, sub-divided into a number of parts, each being worth 20 marks available per question – all question items are worth 1 mark, with the total number of 80 marks possible per paper

Passing mark is a total of 40 or more out of a possible 80 (50%)

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