



During this three-day experiential learning program, participants will gain the knowledge, skills and tools to drive successful change initiatives. They will also apply holistic change management methodology to a current project during the program. Participants will leave with a change management plan designed to effectively manage change and enhance project results.

WHO IS THIS COURSE FOR?

The Prosci Change Management Certification program is ideal for those responsible for driving change. Participants are predominantly in the following roles:

- Change leaders
- Project managers
- IT professionals
- Project team members
- Change management practitioners
- Continuous improvement specialists
- Human resource business partners
- Organization development professionals

LEARNING OBJECTIVES

By completing the Prosci Change Management Certification program, participants will:

- Understand the fundamentals of change and change management
 - Understand how effective change management improves organizational results
 - Articulate the value of change management to peers and leaders with a presentation on the business case for change management
- Walk away with a change management plan
 - Learn to apply the Prosci 3-Phase Process change management methodology to a real project
 - Learn how to apply the Prosci ADKAR[®] Model to facilitate individual change
- Achieve certification in the Prosci change management methodology
 - Gain access to Prosci change management tools
 - Earn HRCI, PMI and CCMP credits

PROGRAM AGENDA

Day one:

- Why change management?
- The ROI of effective change management
- The Prosci ADKAR Model
- Seven concepts of change
- Preparing for change: assessing change readiness

Day two:

- Preparing for change: building team structure and assessing sponsorship
- Managing change: creating customized communication and sponsorship plans
- Executive project plan presentations

Day three:

- Managing change: creating coaching, training and resistance management plans
- Reinforcing change
- Exam and graduation

COURSE MATERIALS

- Program workbook, assessments and handouts
- *Best Practices in Change Management*
- *Employee's Survival Guide to Change*
- *Change Management: The People Side of Change*
- *ADKAR: A Model for Change*
- One-year subscription to the Prosci Practitioner eToolkit