

APM Group Change Management Practitioner



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What is change management

- Change management is all of the actions that we take to control how we move from one state to another
- These actions involve communication skills, influencing and persuading skills as well as the ability to break the change into all of the activities that need to happen, and prioritise and resource them
- Change management is different to project management:
 - Project management is about creating a deliverable (something new or updated) and making sure it is delivered on time, on budget and to the right level of quality
 - Change management is about persuading others to use what has been created, and embedding the use of the deliverable into the way people work

<http://www.maventraining.co.uk/change-management-explained/>

Why is it important?

- Everyone is involved in change – leading change, identifying the need for change or making the change happen in their work
- Change is not a specialist activity – we are all expected to have the skills to do our job and to improve our job by identifying changes that bring greater efficiencies, increased accuracy and quality, improved customer and supplier relationships or increased revenues
- Change takes place all of the time, but to ensure that the right changes happen needs skill and understanding of how change should be planned, managed and controlled

<http://www.maventraining.co.uk/change-management-explained-skills-guide/>

Benefits of change management

- Clarification of the roles and responsibilities of all those involved in the change effort, ensuring that those with the most relevant skills and experience are given appropriate activities to manage
- Reduction in the number of 'failed' change initiatives and the waste of resources involved in making changes that 'run out of steam' or get overtaken by other events which had not been assessed when the change was conceived
- Reduction in the level of activity that is duplication of effort or that is running at cross purposes to other changes being made elsewhere in the organisation
- Faster implementation of change as those involved have the confidence to know where to get started and who to involve, and can estimate with greater certainty the impact on their workloads and the level of impact in their departments

<http://www.maventraining.co.uk/whitepapers/>

What will I learn on the course?

- Define what change means in a work environment and examine its impact on individuals, teams and the organisation as a whole
- Understand the principles of change management, and how they are applied when delivering change programmes
- Describe the impact of change on individual and team productivity
- Analyse how organisations with different cultures and values are affected by change
- Consider various models of organisational change and appreciate the advantages and disadvantages of each
- Specify how to apply Change Management approaches and techniques to the management of change within your organisation

<http://www.maventraining.co.uk/course-detail//foundation-and-practitioner-change-management-courses/7/>

What do people say about the course?

- “Course has reassured me that there is no silver bullet and there is no one right way to do this. Now I need to create a change management framework that is going to include all the steps that we learnt in making change happen which I can now see is a big gap in what we do – we have lots of project management but no change management processes.”
- “Helped me understand why our changes are not being welcomed and why there is such resistance to what we are trying to do – lots of good ideas about how to get things back on track.”
- “I know the trick to change management is to listen more, but this course gave me the questions to ask to get people to talk to me in the first place!”
- “I have been involved in lots of change, but its hard to summarise when applying for jobs – this qualification helps my CV stand out and interviewers always ask for details of the course.”

Change Management Qualifications

Foundation

- Checks that you understand the principles of change management, the theories and the roles and responsibilities for those involved in change
 - 60 multiple choice questions in 60 minutes
 - Closed book, no revision materials to be taken into the examination room
 - Requires 30 (50%) correct answers or more to pass

Practitioner

- Checks your ability to apply change management principles to practical change situations, including the roles and responsibilities typically associated with change management and the behaviour of individuals, teams and organisations during the change lifecycle
 - Three hours duration, including reading time
 - Four compulsory questions. Each question will cover one of four syllabus areas:
 - Individual Change, Team Change, Organisational Change and Leading Change
 - Each question is worth 20 marks; the pass mark is 40 (50%)

Is a qualification important?

- Change management is increasingly recognised as a separate and distinct skill set, with those able to ‘do their job’ and at the same time ‘improve their job’ being paid a premium
- The ability to manage change is a key determinant of successful organisations, and an important factor when hiring key staff. Without a qualification your ability to manage change is very hard to demonstrate or prove
- The Change Management qualification offered by the APM Group is the only stand-alone short course for professionals in change management
- Whilst there are many post-graduate qualifications that include change management as an essential module, this course is unique in its provision of a Foundation and a Practitioner qualification via a one week course.

Why choose Maven Training?

- Maven is an Accredited Training Organisation, assessed by the APM Group every year to check that we have quality processes, course materials and trainers to give you the best possible change management training course
- Excellent Change Practitioner examination pass rates consistently above the national average. Trainers who are experienced in organisational change, have run large-scale change programmes, who are willing to share their experiences of the challenges and successes in managing change and give you lots of practical tips and techniques for running your own change initiatives
- Professionally trained trainers, who are part of our Maven Excellence Train the Trainer programme:
 - Attending specially commissioned train the trainer events throughout the year
 - Attending other qualification based courses and taking examinations themselves so they know how it feels!
- Regularly updated course materials and sample papers to ensure our courses are as enjoyable, relevant to the real world and up to date as possible

When you train with Maven

Before the course

- Receive the text book – “Making Sense of Change Management”
- Access to <https://www.mavennet.co.uk> which has lots of information to help you prepare for your course:
 - Pre-course work book with activities, questions and suggested pages to read and mark up in the official text book
 - E-learning modules to help you see how change management fits into other project, programme and risk management qualifications
 - On-line access to a trainer for any questions that you have
 - Quizzes and sample examination papers to test your knowledge

During the course

- Course materials including models, games, puzzles, slides, activities and sample examination papers
- Experienced trainers who know how to manage change and have applied what they teach to real world situations
- Activities to help you understand how to apply change management techniques and how to pass the examinations

After the course

- Use www.maventraining.co.uk/knowledge-centre to stay up to date