

# Change Management Practitioner Programme (24<sup>th</sup>, 25<sup>th</sup>, 31<sup>st</sup> Jan, 1<sup>st</sup> Feb 2012 to be held at International Business School)



## Change Management Practitioner Programme overview

Managing change, and more importantly the impact of change, can be stressful and difficult to get right. The biggest hurdle to overcome is the resistance to change, and yet this so often has the least focus in a change programme.

Kotter (Leading Change: Why Transformation Efforts Fail) studied over 100 companies and found that as many as 50% of organisations fail to get their change initiatives even started!

To achieve successful transformation, you need to address both the process and the people aspects of change.

- Organisations need to be transitioned through a series of phases that can take a considerable amount of time.
- The ability to manage people, teams and stakeholders in uncertain times has become a necessity. Stakeholders, team members and customers all have different attitudes and perspectives on change.

Understanding each of these and dealing with the emotions that surface, requires more than a project and programme management approach. This programme is designed to enable participants to achieve an APMG Practitioner accreditation in Change Management. It is a natural partner to the PRINCE2 Practitioner accreditation.

Participants have a choice of options;

1. Attend the whole programme and sit the Change Management Foundation and Practitioner exams
2. Attend the whole programme and not take the accreditation.
3. Attend specific workshop areas of interest.

## Programme Content

The Programme comprises of four one day workshops which explore the theories of how change impacts on and is affected by 4 areas;

### 1. Individual Change Workshop

- What happens when people experience change and factors that affect people's response to change
- How personality affects a relationship with change
- How and why people resist change and how to assist others through change
- How to coach individuals through change

### 2. Team Change Workshop

- Types of team and the importance of teams during change
- How teams change and develop and how to improve team effectiveness
- The impact of team change on organisational change
- Leadership issues in team change with a focus on the team leaders role

# Change Management Practitioner Programme (24<sup>th</sup>, 25<sup>th</sup>, 31<sup>st</sup> Jan, 1<sup>st</sup> Feb 2012 to be held at International Business School)



## 3. Organisational Change Workshop

- The key metaphors of organisational change
- Assumptions about how organisations work and how change happens
- Critical evaluation of different models of organisational change
- Developing an integrated model of organisational change
- The importance and process of stakeholder engagement

## 4. Leadership of Change Workshop

- The relationship between leadership style and change
- Different leadership styles and the effects of those styles
- Leadership roles in the change process

## Achieving the Practitioner Qualification

Candidates attend the four workshops and prepare for the Foundation and Practitioner exams with the Course Manual and handbook.

- The Foundation exam is scheduled 1 week after the last workshop.
  - 1 hour exam, closed book multiple choice paper, with a total of 60 questions.
  - Candidates need 50% to pass to enable them to take the Practitioner exam.
- The Change Management Practitioner exam will be scheduled 1 week after the Foundation exam. Practitioner confirms the candidates understanding of the complexities of change. The Practitioner Exam is a 3-hour multiple choice paper.
  - It is open book and comprises four questions based on a given scenario. There are 20 marks per question.
  - Candidates must score 50% to pass.

Both the Foundation and Practitioner level certifications are based on 'Making Sense of Change Management' by Esther Cameron and Mike Green. This book is supplied with the course.

The Change Management Practitioner exam also has a candidate handbook which can be taken into the exam.

- Candidates who have passed the Practitioner examination can put Change Management Practitioner on their business cards.

## Who is it for?

This programme is designed for managers that will have responsibility for managing and implementing change within their organisation, including;

- Operations Directors/Managers
- Business Change Managers
- Project and Programme Managers (especially those that already have the PRINCE2 Practitioner accreditation)

# Change Management Practitioner Programme (24<sup>th</sup>, 25<sup>th</sup>, 31<sup>st</sup> Jan, 1<sup>st</sup> Feb 2012 to be held at International Business School)



## What are the Benefits?

By the end of the programme you will be able to;

- Define what change means in a business environment and examine its potential impact on individuals and teams.
- Considers various models of organisational change and select the most appropriate model to structure your change initiative.
- Understand the impact of change on your key stakeholders.
- Explore team dynamics and understand the criteria for improving team performance
- Understand the impact of change on individual and team productivity and how learning styles and personality types vary.

## Duration

- 4 \* 1 day workshops, plus Foundation and Practitioner exam (if applicable)

## Dates

- Individual Change Workshop 24<sup>th</sup> January
- Team Change Workshop 25<sup>th</sup> January
- Organisational Change Workshop 31<sup>st</sup> January
- Leadership of Change Workshop 1<sup>st</sup> February
- Foundation exam ( 1 hour) 6<sup>th</sup> February (9.30am)
- Practitioner exam ( 3 hour) 13<sup>th</sup> February (9.30am)

**Location** - International Business School, The Nunnery, Douglas

## Cost

Complete programme = £1500 (+VAT), inclusive of;

- All tuition fees and lunches.
- Making Sense of Change Management Book – Cameron and Green
- Foundation and Practitioner notes
- Foundation and Practitioner exam fees.

Individual modules (not eligible for exams) (+ VAT)

- Individual Change Workshop 1 day = £325
  - Organisational Change Workshop 1 day = £325
  - Team Change Workshop 1 day = £325
  - Leadership of Change Workshop 1 day = £325
- (+ VAT) inclusive of; tuition fees, hand-outs, and lunches.

# Change Management Practitioner Programme (24<sup>th</sup>, 25<sup>th</sup>, 31<sup>st</sup> Jan, 1<sup>st</sup> Feb 2012 to be held at International Business School)



## Course Leaders

### **Peter Ginty**

Peter is a Senior Lecturer in Strategic and Operations Management at the International Business School. He runs the Consulting and Executive Education area.

Peter has over 18 years of consulting experience; managing business improvement programmes for multi-national organisations in Europe and the USA. He spent 8 years in the USA managing consulting projects for the Technology and Pharmaceutical industries, with clients such as; Microsoft, Dell and Pfizer.

On the Island, Peter has been working with a number of Financial Services and e-gaming companies implementing operational and service improvements. He has also been working with many of the Government Departments to implement lean improvements.

Peter manages the overall programme and delivers the Organisational change and Team change Workshops.

### **Caroline Bull**

Caroline is a teaching fellow in Management and Organisational Development at the Business School.

Caroline's previous role was Chief Executive of Oxford City Council, prior to getting involved in Consulting, Coaching and Mentoring on the Isle of Man.

Caroline delivers the Individual and Leaders role in Change on our Change Management workshops.