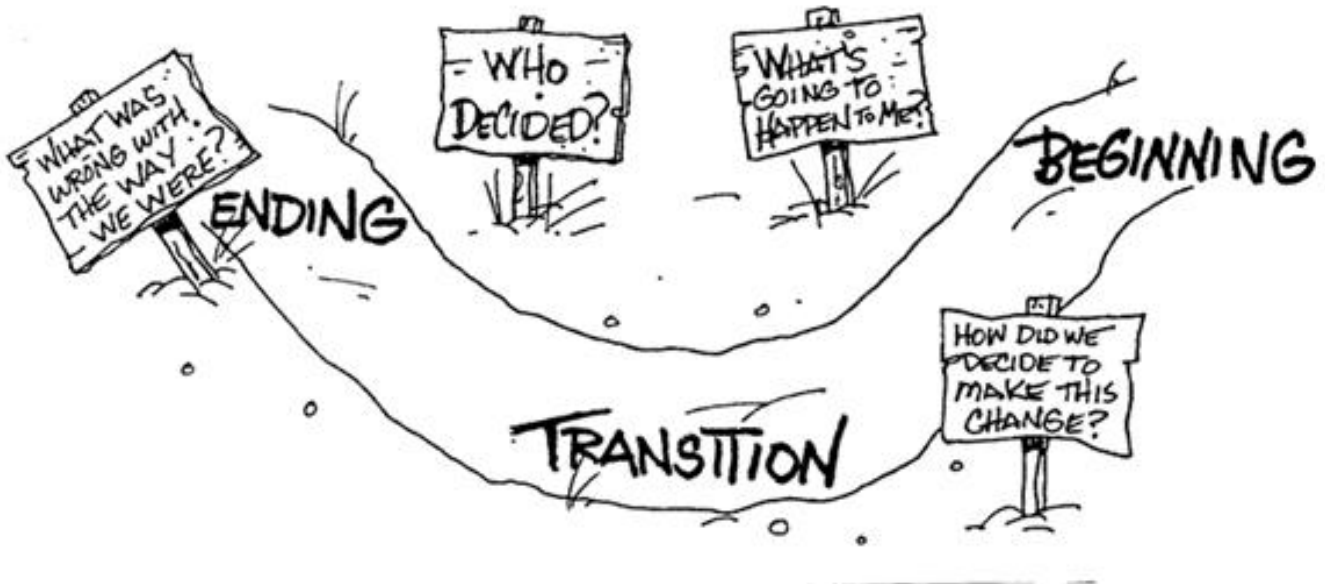


# CHANGE MANAGEMENT FOUNDATION & PRACTITIONER

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20-24 January & 24-28 March 2014, London



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Organised by:



APMG-International  
Change Management <sup>TM</sup>

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Managing change and, more importantly, the impact of change, can be stressful and difficult to get right. The ability to lead people, teams and organisations through change has become a necessity in today's economy. 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 standard project and programme management approach. If you are responsible for, or involved in, implementing change in your organisation, then this course is for you.

## Length of Course

The Change Management course comprises:

Foundation Qualification – 3 days  
Practitioner Qualification – 2 days

Delegates have the option to attend the courses separately or combine the two courses over 5 days and sit both exams.

## Obtaining the qualification

There are 2 levels to this qualification; Foundation and Practitioner. The first 3 days of the course cover the syllabus and exam for the Foundation level. The exam consists of a 1 hour multiple-choice paper, with 60 questions on the theories of how change impacts and is affected by the individual, the team, the organisation and the change leader. The pass mark is 50%.

Candidates who undertake the Practitioner level will spend another day building on the knowledge gained of the four change areas from the Foundation level, achieving a deeper knowledge of the principles of change management and an understanding of how to implement and manage change in their organisations.

The Practitioner exam is taken on the morning of the 5th day and is a 3-hour multiple-choice paper based on a given scenario and split into 4 main sections comprising 20 questions each. The course manual and Practitioner handbook may be taken into the exam. The pass mark is 50%.

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

## Summary

The Change Management qualifications will equip you with the knowledge of a wide variety of techniques aimed at helping people undergo changes in their working lives.

## Change Management Foundation

### Target Audience

Business Managers, Change Managers, those involved in Change Teams, Project and Programme Managers wishing to extend their knowledge in this area

### What you will learn...

This APM Group accredited course will help you gain a better understanding of different frameworks and ways of approaching and leading change at an individual, team or organisational level.

Four main themes are covered:

- **Individual change**

Whatever the level or degree of organisational change, the people on the receiving end are the ones who will ultimately cause the change to be a success or a failure. The issues people face when dealing with change and approaches for dealing with resistance are covered.

- **Team change**

This module focuses on the challenges faced by teams when they are formed and transitioning through change initiatives, and approaches for how to manage them.

- **Organisational change**

This module focuses on how to select the most appropriate approaches and frameworks for the extent of change required and the organisational culture you are working within.

- **Leading change**

A thread running throughout the course is the crucial role of leadership. Different styles of leadership and their suitability to different types of complex scenarios and organisations are explored.

### Pre-Requisites

There are no prerequisites for taking the courses, however pre-course study is required to help you fully prepare. It is necessary to pass the Foundation level before taking the Practitioner exam.

Change Management training courses can also be delivered as in-house training on your premises on request for you and your team .

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## Evidence of Identity

When attending the exam, delegates must present an official form of **photographic** identification.

***Delegates will not be eligible to sit the exam without this identification***

## Change Management Foundation Exam

- 60 minute, closed book exam set by the APMG with 60 multiple choice questions
- 50% pass mark (30 correct answers out of the 60 questions)
- The exam papers are marked the same day by the trainer. Unsuccessful delegates will be able to re-sit the exam on the same day

The exam will test delegates' knowledge of:

- The behaviour that individuals, teams and organisations exhibit during change
- The purpose and responsibilities of the roles typically associated with change management
- The approaches to organizational change outlined in the text
- Understand the concept of leadership and the different behaviours and skills associated with the leadership of change

## Change Management Practitioner Exam

- 3 hour exam, set by the APMG
- Candidates may refer to their annotated copy of the Making Sense of Change Management plus the supplementary People Alchemy material.
- 4 Objective Testing multiple choice questions worth 20 marks each. 50% pass mark (40 marks out of 80)
- The exam papers are marked by the APM Group who set the exam. Results are normally sent to delegates 5-6 weeks after the exam

The exam will test delegates' knowledge of:

- All of the techniques for change explained in the text
- The relationships between individual, team and organizational change and can apply this understanding to a change management scenario.
- Leadership and how it can be applied to change management situations.
- Ability to apply the change management approaches and techniques to different organisational environments

## Continuing Professional Development

APMG requires all Registered Practitioners to keep their skills up to date, by taking and passing a Re-Registration Exam every five years.

## Why choose our trainers?

1. Our focus is on your issues, making the course relevant and practical, so you can apply concepts back in the workplace
2. We have a track record of excellent pass rates
3. The course has been designed for you 'the learner', not just to cover the syllabus
4. Our innovative learning techniques allow challenge whilst keeping it enjoyable and fun
5. We're trained in project management, change management, Neuro Linguistic Programming (NLP) and facilitation, making courses unique and inspirational
6. We 'walk the talk'. With over 20 years' business experience, we have repeatedly demonstrated how to achieve outstanding results
7. Full support is provided, before, during and after the course, so that you get the best value from your investment

