

Prosci® 3-days Change Management Certification Program



A 3-day experience teaching you how to manage the human side of change – in the office, at home and in your community

Prosci's 3-day change management program is for change management team members and leaders.

It uses Prosci's research-based change management methodology and toolkit.

At the end of the course, participants are certified in Prosci's Change Management methodology and are able to lead their organisations successfully through incremental and radical changes – building and customising a change management strategy and change management plans for communication, sponsorship, coaching and training.



Apply as you learn

Participants bring their own change projects to the course, work on these projects, present their work to a “team of executives,” and are able to hit the ground running upon returning to work. Come as a team to maximise your learning and receive a discount on tuition.



Course Topics

Psychology of Change

- Theories and Perspectives
- 7 Concepts of Change

Change Management Process

- Prosci's 3-phase Process for Managing Change
- Organisational Change Competency
- Connecting Change Management to Business, Projects and Project Management
- ADKAR®

Preparing for Change

- Define Your Change Management Strategy
- Prepare Your Change Management Team
- Develop Your Sponsorship Model

Managing Change

- Communication Plan
- Sponsor Roadmap
- Coaching Plan
- Resistance Management Plan
- Training Plan
- Master Change Plan

Reinforcing Change

- Collect and Analyse Feedback
- Diagnose Gaps and Manage Resistance
- Implement Corrective Action
- Celebrate Successes



Program

Day 1 AM

- Introduction
- Why manage change?
- ROI of change management
- Best practices review

Day 2 AM

- Creating a CM strategy
- Preparing the CM team
- Developing the sponsorship model
- Preparing sponsors

Day 3 AM

- Coaching plan
- Resistance management plan
- Training plan
- Master plan

Day 1 PM

- Change management principles
- Change Characteristics assessment
- Org. attributes assessment
- Unique challenges and risks

Day 2 PM

- ADKAR analysis
- Communications plan
- Sponsorship roadmap
- Presentations
- Special events

Day 3 PM

- Reinforcing change
- Final exam
- Graduation

Language and equipment

All course material is in English and the course can be taught in either English, Danish or Swedish. Participants should bring a laptop that can access WiFi.

Price and Availability

For enquiry of price and availability for company specific courses, please contact Peter Harbo Clausen (phc@proacteur.com, +45 40 89 32 60).

For public courses please visit **www.proacteur.com**.



Course materials:

- Change Management Toolkit
- Change Management Pilot
- Change Management Best Practices benchmarking report
- Employee's Survival Guide to Change (paperback book)
- Change Management: the people side of change (paperback book)
- ADKAR®: a model for change in business, government and our community (paperback book)
- Course slides and handouts

Feedback

- "Managed to make a "soft" topic concrete" – *Mads Hofman, Novo Nordisk, Denmark.*
- "Excellent course, very practical, hands on and I will apply it to my project when I leave" – *Jackie Smith, BT, Scotland.*
- "Knowledgeable instructors with experience of success and failure in Change Management" – *Mark Cornwall, Bombardier Transportation, Germany.*
- "You were extremely inspiring and I can't think of anything that should be different" – *Hanne Prehn, Tryg, Denmark.*
- „I'm now ADKAR-ised and I'm proud of it", *Marieve Harmegnies, bpost, Belgium!*
- "Thorough and informative" – *Lynne Sinclair, The City of Edinburgh Council, Scotland.*

Who is proacteur

proacteur is an agile consultancy company that focuses on change management, project and program management as well as operational excellence and process-driven support for IT implementation.

proacteur is a registered Prosci Primary Affiliate.



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