

Change Management Practitioner Body of Knowledge

Principles and concepts

- Knowledge and understanding of core change management concept including :-
 - Why people react to change
 - The concept of a change curve
- Planning for, understanding and influencing reactions to change
 - Understanding the behaviours of resistance to change
 - Minimising risks to change/projects from resistance to change
 - Resolving resistance to change
- High level of understanding of :-
 - Importance of sponsorship
 - Communicating a compelling case for change
 - Engagement through the change lifecycle
 - Creating reinforcement
 - 'Change ready' culture and mindset
- Principles of coaching:-
 - An appropriate coaching model
 - Listening skills
 - Questioning skills

Tools and techniques

- Change curve
- Change impact assessment
- Change planning
- Creating a compelling case for change/Change story
- Surfacing and managing resistance to change
- Creating tangible positive and negative reinforcement
- Appropriate coaching model
- Listening and questioning

Certification

- Exam – Open 'book' 20 multiple choice questions, pass 80%
- Evidence - Formal presentation of a storyboard demonstrating their involvement, participation and understanding of coaching a team to achieve a sustainable change including a Q&A session to demonstrate their understanding of the principles and concepts and the application of two of the tools and techniques specified