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coaching professionals

Change Management

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Course overview

Change Management explores how we lead teams of people in organisations undergoing change. Change is all around us. We traditionally tackle it using project or programme management methods such as PRINCE2® or MSP®. These methods help us organise the mechanics of change: strategies, plans, schedules and reports. Nevertheless we also need to consider the human side of change. Organisational sociology helps us make sense of how people respond to change at the individual, local and organisational levels. With understanding comes an ability to cope with, lead and manage change.

Learning objectives

By the end of this course, you will be able to:

- Develop an understanding of the Agile philosophy, core principles, and techniques commonly associated with AgilePM projects.
- Analyse the organisational environment, culture and strategic drivers shaping the change initiative
- Interpret and respond constructively to behavioural and emotional reactions to change, reducing disruption and resistance
- Distinguish between legitimate stakeholder concerns and underlying resistance dynamics
- Formulate practical and proportionate responses to credible change-related challenges
- Strengthen collaborative delivery by effectively supporting sponsors, change leaders and change agents
- Design and implement structured stakeholder engagement and communication approaches
- Evaluate change impacts, levels of risk and implementation progress in partnership with colleagues

What's included

- Accredited Change Management training
- Official Change Management exam(s)
- Official Change Management Study Guide
- Online learning resources with sample exam papers

Pre-requisites

- While there are no pre-requisites for attending the course, having experience of agile and project environments is advantageous.
- On completing your course booking, you will be sent pre-course materials to assist with your preparation.

Exam information - Foundation

- **Certification:** Change Management Foundation
- **Exam format:** Classic multiple-choice style. Each of the 50 questions has 4 possible answers, only one is correct
- **Exam style:** Closed book
- **Exam duration:** 40 minutes
- **Pass mark:** 50%
- **Delivery:** Online exam via remote proctor

Exam information - Practitioner

- **Certification:** Change Management Practitioner
- **Exam format:** Scenario-based. 5 sections worth 16 marks each. 80 marks available.
- **Exam style:** Open book – official Study Guide only
- **Exam duration:** 150 minutes
- **Pass mark:** 50%
- **Delivery:** Online exam via remote proctor

Why train with PM Academy?

- Specialists in project, programme and portfolio management capability development
- Over 30 years experience of training delivery
- Training designed and delivered by seasoned project professionals
- Real-world examples to help you translate theory into practice immediately
- Supportive learning environment focused on exam success and on-the-job application