

Training Course

Principles of Change Management

7-9 July 2010 in Zagreb, Croatia

Presented by Garth Newbould, Novare Consulting, UK

Change Management

All organizations need to embrace the challenges of business change, and be able to react not just to competitive pressures but also to wider political and environmental issues. Dealing with change and, more importantly, the impact of change is a high priority for all organizations.

Methodology

The Association for Project Management (APM) Group Ltd. have worked with respected Change Leaders, Esther Cameron and Mike Green and developed a training methodology based on the concepts in their book "**Making Sense of Change Management**". All delegates are required to have a copy of this book, which is the course text for The Principles of Change Management course.

About Novare Consulting

Novare Consulting is a UK based consultancy and training provider specialized in project, programme, business change and risk management. Novare provides a reliable and quality based training service in assisting individuals and organizations to further improve knowledge and efficiency, realizing both the individual's need for professional development and the organization's strategic business goals.

Course Overview

This is a 3 day modular, tutor led course dealing with the theories of how change impacts on and is affected by the following:

- Module 1 The Individual**
- Module 2 The Team**
- Module 3 The Organization**
- Module 4 Leading Change**

Course Format

The course comprises a mixture of learning sessions, group exercises and scenario based practical work. During the course, participants will undertake a number of exercises and mock examinations and from these they will gain feedback on their progress towards eventual success.

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Change Management Qualification

Upon successful completion of the exam, delegates will receive a certificate and be added to the list of successful candidates in the Change Management section on the APMG website.

- This is a 1 hour exam with 60 multiple choice questions covering the four modules
- The pass mark is 30/60, representing 50% of the total marks available
- It is a "closed book" exam which means that no materials can be accessed during the exam

Learning Outcomes

- Have a stronger grasp of the impact of change
- Understand and address the negative impacts of change initiatives in order to achieve the full benefits
- Gain a pragmatic approach to manage the impact of change
- Build an integrated model of the organizational change process
- Practitioners will be able to lead others through change initiatives

Who should attend?

This course will be essential for a range of roles including Board level and Senior Management, Business Change Managers, Programme and Project Managers.

Pre-course Work

Upon registration, delegates will be sent "**Making Sense of Change Management**" by Esther Cameron & Mike Green. They **MUST** familiarize themselves with this BOOK before attending the course, as it forms the basis of both the course and the exam.

Course Venue

The Course will be hosted at off Space Intelligent Offices, VMD Business Centre, Ul. Grada Vukovara 269D, 10 000 Zagreb, Croatia. To ensure personal attention and a strongly participative approach, the number of attendees will be strictly limited, therefore booking in advance is highly recommended.

Ways to Register

For more information and an online registration pack, please visit www.undp.hr. For queries related to syllabus, please contact **Goran Pucar** at **UNDP Croatia** on **+385 1 2361 663**.



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Course Timetable

09.00	Course Introduction	Review of Day One	Review of Day Two
	The Context of Change Today	Team Effectiveness	Organization Metaphors & Leadership Workshop
	Case Study 1	Developing Team Types	
10.45	Break	Break	Break
	How People Learn	Belbin	Leadership Styles
	Reactions to Change	Case Study 4	Case Study 7
	Four Approaches to Change		Emotional Competencies
13.00	Lunch	Lunch	Lunch
	Case Study 2	Models of Organizational Change - Planned	Leading through Change
	Personality & Change	Case Study 5	Case Study 8
	Resistance to Change		Inner & Outer Leadership
15.30	Break	Break	Break
	Case Study 3	Models of Organizational Change - Complex	Exam Technique and Preparation
	Teams during Change	Case Study 6	EXAM
	Workshop - Different Types of Teams		
17.30	Finish	Finish	Finish
Evening Work	Day 1 Homework	Day 2 Homework	