



CHANGE MANAGEMENT TRAINING

- Program:** **Certified Change Excellence Officer (CCEO) / Certified Chief CM Officer (CCCMO)**
- Goal:** Educate individuals about change management, and help them achieve ACMP's CCMP designation if they are interested
- Format and Delivery:** Online, Instructor-led, 7 Sessions, Each 3 hours. Duration: 21 hours in total. An engaging program that includes polls, breakout sessions, hands-on activities, assessments, and Q/A.
- Recognition:** This is an ACMP's Qualified Education Provider™ (QEP™). The Association of Change Management Professionals' QEP program qualifies change management courses that align to ACMP's Standard for Change Management© and adult education best practices. QEP courses (such as our **CCEO**) are directly aligned to the Certified Change Management Professional™ (CCMP™) Program and fulfill training requirements for the initial application as well as ongoing learning opportunities.
- Instructor:** Alan Bostakian, PhD, CCMP, CCA, CTDP, RPT
20+ years of experience in public, financial, non-profit, private, and academic sectors
- Learning Objectives:**
- Understanding change, change journey, change management, the benefits, terms, R&R, and resistance management
 - Understanding change impacts and organizational readiness, and how to assess them
 - Understanding the purpose and components of a change management strategy, and the process for developing it
 - Understanding the purpose and elements of a change management plan, the process for developing it, the typical tactics included in the plan, and the required integration of the plan with the project management plan
 - Understanding the process for implementing the change management plan, and the importance of monitoring and measurement
 - Understanding how to complete the change management efforts, document lessons learned, and transition to BAU
 - Understanding data-driven and intelligent change management, the benefits of change management centre of excellence and academy, and the professional development requirements



Detailed Program Outline:

Session #	Topic	Learning objectives	Assessment / Assignment	Engagement
1	CM Essentials	<ul style="list-style-type: none"> • Understanding what is and what's not change management • Understanding the differences between project management and change management • Understanding organizational change vs. individual change • Learning the fundamental terms and definitions • Understanding the case for change management • Understanding an individual's change journey • Understanding the roles and responsibilities • Understanding the basics of resistance and resistance management • Understanding various phases of the change management journey (evaluation, strategizing, planning, implementation, and closure) 	One Test: Multiple choice questions	<ul style="list-style-type: none"> • Quizzes • Polls • Breakout session • Q/A
2	Evaluation & Assessment	<ul style="list-style-type: none"> • Understanding change impacts and organizational readiness • Understanding the considerations for assessment and evaluation of the change impacts and organizational readiness • Understanding the steps for a comprehensive assessment 	Evaluating Change Impacts for a sample project	<ul style="list-style-type: none"> • Quizzes • Polls • Breakout session
3	Developing CM Strategy	<ul style="list-style-type: none"> • Understanding the purpose of developing a change management strategy • Understanding the areas that a change management strategy should cover • Understanding the process for developing a change management strategy 	Developing the case for change for a sample project and an executive summary slide for a strategy	<ul style="list-style-type: none"> • Quizzes • Polls • Breakout session • Q/A
4	Developing CM Plan	<ul style="list-style-type: none"> • Understanding the purpose of developing a change management plan • Understanding the elements of a change management plan and the important considerations • Understanding the process for developing a change management plan • Understanding the typical tactics that a change management plan can include • Understanding the requirement of integrating the change management plan with the project management plan 	Adding 3 sample tasks into a CM plan template	<ul style="list-style-type: none"> • Quizzes • Polls • Breakout session • Q/A
5	Implementing CM Plan	<ul style="list-style-type: none"> • Understanding the requirements and considerations process for implementing the change management plan • Understanding the importance of monitoring and measurement 	Developing a template slide to report progress on the plan	<ul style="list-style-type: none"> • Quizzes • Polls • Breakout session • Q/A
6	Closing Requirements for a CM project	<ul style="list-style-type: none"> • Understanding the requirements for completing the change management work for a project • Understanding the importance of documenting lessons learned • Understanding the importance of transitioning to business as usual and sign-off 	Developing a high-level checklist for completing the CM work	<ul style="list-style-type: none"> • Quizzes • Polls • Breakout session • Q/A
7	Going to the next level in CM	<ul style="list-style-type: none"> • Understanding the importance of CM for Data and artificial intelligence projects • Understanding data-driven change management • Understanding the applications of artificial intelligence in change management • Understanding the roles and benefits of a change management centre of excellence and/or academy for organizations • Understanding the value of membership in CM associations such as ACMP • Understanding the professional development requirements for a change management practitioner 	Developing a slide showing their high-level Professional Development plan	<ul style="list-style-type: none"> • Quizzes • Polls • Breakout session • Q/A



INTELLIGENT ORGANIZATION

C-CCMO

CERTIFIED CHIEF CHANGE MANAGEMENT OFFICER*



Writing a one-page summary of your work experience*
(No more training required)

* To receive C-CCMO designation, in addition to completing the training program, you must show evidence of having a minimum of 3 years of leadership experience OR 2 years of project management experience OR 1 year of change management experience in the past



CERTIFIED CHANGE EXCELLENCE OFFICER (C-CEO)

Work experience is Not required



Completing the rest of the training program



CERTIFIED ASSOCIATE IN CHANGE EXCELLENCE (CACE)

Work experience is Not required



Completing CM Essentials

START