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, Duration: 21 hours in total. An engaging program that includes polls, quizzes, CCMP practice questions, 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, 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	• 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	• Quizzes • Polls • Q/A
2	Evaluation & Assessment	• 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	• Quizzes • Polls • Q/A
3	Developing CM Strategy	• 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	• Quizzes • Polls • Q/A
4	Developing CM Plan	• 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	• Quizzes • Polls • Q/A
5	Implementing CM Plan	• 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	• Quizzes • Polls • Q/A
6	Closing Requirements for a CM project	• 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	• Quizzes • Polls • Q/A
7	Going to the next level in CM	• 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	• Quizzes • Polls • 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 CHIEF CHANGE MANAGEMENT OFFICER (C-CCMO) Intelligent Organization

CERTIFIED CHANGE EXCELLENCE OFFICER (C-CEO)

Work experience is Not required

Completing the rest of the training program

Certified Change Excellence Officer (C-CEO) Intelligent Organization

CERTIFIED ASSOCIATE IN CHANGE EXCELLENCE (CACE)

Work experience is Not required

Certified Associate in Change Excellence (CACE) Intelligent Organization

Completing CM Essentials

START