



Certified Change Agent

To successfully become a Certified Change Agent (CCA), you must attend the 3-day workshop, deliver a change strategy presentation, and pass the written submission demonstrating your application of the knowledge.

Program Objectives:

- Understand how change effects people and appreciate their reactions,
- Understand a number of approaches to change and change management,
- Gain insight, tools, and techniques to be a successful change agent.

Part 1 – The Workshop

Day 1: The Challenge of Change and the Change Event

- Explore basic core principles of change
- Examine human emotions to change and its impact
- Understand the role of personality in change adoption
- Understand the cause of changes, what roles people play in change events and how to sell a change
- Explore reactions to change and how to deal with resistance & improve resilience

Day 2: How is Change Managed and Change Leadership

- Understand the differences between Change Management & Managing Change
- Explore Kotter, ADKAR® and other Change Management Models & Theories
- Understand different levels of change and their relationships including strategic, organizational and tactical change events.
- Understand leadership and its relationship to Change Management
- Explore what it means to be a leader of Change using Lego® Serious Play®

- Explore the role of innovation with Change

Day 3: What is a Change Agent and Time for you to Change

- Define the role of Change Agent
- Define your change agent role & your organization's needs and expectations
- Compare the outputs and outcomes needed to be a successful change agent referencing Kotter, ADKAR® and Capillary Models
- Explore how to Influence without Authority
- Plan & Prepare for Change with tools and techniques to use in a change event
- Creating a change agent profile for yourself and your organization

Part 2 – The Examination

At the end of day 3 you will sit a supervised examination that tests your knowledge of the workshop content. You will need to accurately answer at least 70% of the 60 questions within a 60 minute timeframe. This is a closed book examination.

Part 3 – The Written Submission

When you have passed the examination, you must submit a written paper of approx. 3000 words, demonstrating the application of your change agent knowledge to a change event. We recommend this is done within 125 days of passing the examination

Who needs to be a Certified Change Agent (CCA)?

This program will be particularly beneficial for those who have recently been asked to undertake a change agent role as part of their normal duties or need to develop a culture of change readiness within their organization.

- Project Managers
- Business Analysts
- HR Managers & Business Partners
- Operational, Functional & Process Managers
- Directors & Business Leads
- Product Owners & Team Leads
- Learning & Development Managers
- Organizational Trainers

Register at

www.capillarylearning.com

for your preferred workshop.

Contact Us

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