

Certified Change Management Expert

*Kuala Lumpur (Malaysia)*

*23 - 27 June 2025*

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## Certified Change Management Expert

Code: LM28 From: 23 - 27 June 2025 City: Kuala Lumpur (Malaysia) Fees: 4200 Pound

### Introduction

This course is specifically designed to provide participants with the knowledge and skills required to successfully navigate and manage organizational change. Change is an inevitable part of any organization, and understanding how to lead, implement, and sustain change processes is critical for ensuring long-term success. This course will equip participants with essential theories, strategies, and practical tools that will enable them to effectively manage and communicate change, while also mitigating resistance and promoting a culture of adaptability.

### Course Objectives

By the end of this course, participants will:

- Understand the fundamentals of change management and its importance in today's dynamic business environment.
- Develop effective strategies to lead and implement change management initiatives successfully.
- Learn techniques for communicating change effectively to all stakeholders.
- Identify sources of resistance to change and apply strategies to mitigate them.
- Implement best practices for sustaining change and fostering a culture of adaptability and continuous improvement.

### Course Outlines

#### Day 1: Understanding Change Dynamics

- Introduction to Change Management Principles: Overview of the core principles that form the foundation of change management processes.
- Theories of Organizational Change: Explore the leading change management theories, such as Lewin's Change Model and Kotter's 8-Step Process.
- Analyzing Drivers and Impacts of Change: Assess the internal and external factors driving change within an organization.
- Assessing Organizational Readiness for Change: Evaluate whether the organization is prepared for successful change implementation.
- Case Studies and Interactive Discussions: Engage in real-world examples to apply change management best practices.

#### Day 2: Change Leadership and Strategy

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it. The pieces are in shades of gold and silver. The board is white and black squares. In the background, there are concentric circles radiating from the center, suggesting a strategic or leadership theme.

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- Roles and Responsibilities of Change Leaders: Understand the critical role of a change management expert or leader in guiding change initiatives.
- Developing a Change Management Strategy: Learn how to develop a comprehensive change management plan to ensure the alignment of change with business goals.
- Creating a Compelling Vision for Change: Craft a clear, motivating vision for change that resonates with all stakeholders.
- Building a Change Management Team: Understand how to select and build an effective team that can drive change within the organization.
- Crafting Effective Communication Plans: Develop a change management communication strategy to ensure that change is communicated clearly and persuasively.

### Day 3: Managing Resistance to Change

- Recognizing Common Sources of Resistance: Identify the sources of resistance to change, whether from individuals or groups.
- Strategies for Overcoming Resistance: Learn actionable strategies to mitigate resistance and foster acceptance of change.
- Engaging Stakeholders in the Change Process: Explore techniques for involving stakeholders early and throughout the change process.
- Building Trust and Credibility: Understand how trust and credibility are essential to ensuring the success of change efforts.
- Handling Difficult Conversations and Conflicts: Develop the skills necessary to address conflicts and challenging conversations that may arise during change.

### Day 4: Implementing Change Initiatives

- Change Implementation Methodologies: Learn about different methodologies for implementing change, including agile and waterfall approaches.
- Monitoring and Evaluating Change Progress: Discover techniques to measure the progress of change initiatives and make adjustments as needed.
- Addressing Challenges and Setbacks: Understand how to manage obstacles and setbacks during the change process.
- Leveraging Technology in Change Management: Explore digital tools and technology solutions that can enhance change management practices.
- Aligning Change Initiatives with Business Goals: Ensure that change efforts are directly tied to the organization's strategic objectives and outcomes.

### Day 5: Sustaining Change and Continuous Improvement

- Strategies for Sustaining Change Momentum: Learn how to keep the momentum of change going even after the initial implementation phase.
- Reinforcing New Behaviors and Practices: Develop strategies to reinforce new practices and ensure lasting behavior change.
- Cultivating a Culture of Innovation and Adaptability: Understand the importance of creating a culture of adaptability to continuously improve and embrace change.
- Learning from Change Experiences: Reflect on previous change management efforts to identify lessons learned and areas for improvement.
- Developing a Personal Action Plan: Create a personal action plan for continuing professional development in change management.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) in the foreground. The pieces are rendered in a 3D style with gold and silver colors. The board is a checkered pattern of light and dark squares.

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## Conclusion

This course offers an in-depth exploration of effective change management practices, aimed at developing participants into skilled change management specialists. Whether you're seeking a change management certification, looking to refine your change management skills, or simply wish to enhance your ability to lead and implement successful changes, this course will provide you with the tools and strategies to navigate any transformation. Learn how to manage the change management process, overcome resistance, and communicate change effectively, ensuring that your organization is ready for the future.

By emphasizing practical application alongside change management roles and strategies, participants will be prepared to drive organizational success through well-planned and executed change management activities.

A graphic of a chessboard with several chess pieces (a king, a pawn, and a knight) on it, set against a background of concentric circles.

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