

# Change Management Certification Program

Prosci's Change Management Certification Program is an interactive, three-day learning experience where participants gain the knowledge, skills and tools to drive successful change initiatives. During the program, they apply Prosci's holistic change management methodology to a current project. By the end of the program, participants have the foundation of a Change Management Plan to address and enhance a specific project. This program is available in both in-person and virtual instructor-led formats.



## Who Is This Course For?

Prosci's Change Management Certification Program is ideal for those responsible for driving change. Participants are predominantly in the following roles:

- Change leaders
- Project managers
- IT professionals
- Project team members
- Change management practitioners
- Continuous improvement specialists
- Human resource business partners
- Organization development professionals

## Learning Objectives

During the Change Management Certification Program, participants learn how to:

- Define change management
- Explain the value of change management
- Apply the Prosci ADKAR® Model to facilitate individual change
- Apply the Prosci 3-Phase Process for organizational change
- Activate roles that contribute to change success
- Formulate the foundation of a Change Management Plan to address a specific project

Participants gain credentials and more, including:

- The Prosci Certified Change Practitioner distinction
- Access to advanced Prosci change management tools
- HRCI, PMI and CCMP credits (available in certain countries)

## Agenda

### Day 1:

- Welcome and Connection
- Foundation
- PCT Model
- ADKAR Model
- Prosci 3-Phase Process: Phase 1 – Prepare Approach
- Knowledge Check

### Day 2:

- Day 1 Review
- Prosci 3-Phase Process: Phase 1 – Prepare Approach
- Prosci 3-Phase Process: Phase 2 – Manage Change
- Knowledge Check

### Day 3:

- Day 2 Review
- Prosci 3-Phase Process: Phase 2 – Manage Change
- Prosci 3-Phase Process: Phase 3 – Sustain Outcomes
- Deliver Presentations
- Next Steps and Evaluation
- Graduation

## Course Materials

- Program workbook and handouts
- One-year subscription to digital content, resources and tools in the Prosci Hub Solution Suite, including:
  - Research Hub – *Best Practices in Change Management – 11th Edition*, Applications of ADKAR
  - Knowledge Hub – Practitioner Program
  - Proxima



# An Engaging Virtual Learning Experience

Creating unforgettable experiences for our clients is one of Prosci's core values. And Prosci has designed the online version of the certification program with the customer experience top of mind.

## To ensure a remarkable learning experience, the online program option features:

- Master Instructors trained in the latest virtual learning techniques
- A user-friendly, feature-rich online classroom technology
- Multiple interactive capabilities, such as “raising your hand,” asking questions via a chat function, receiving real-time responses to your questions, and participating in contests
- Face-to-face interaction with the instructor and with other attendees who engage using their webcams
- Breakout sessions throughout, to collaborate in smaller groups
- Networking opportunities such as sharing insights with your peers via live polling
- Regular breaks and energizer activities
- Small class size, to optimize the interactive learning experience

“I encourage you to give Prosci virtual training a try. It's clear that Prosci has been very thoughtful in developing this program, and in how to keep the class engaged and make sure we're truly learning the material.”

Elijah Marquez,  
Business Management Professional,  
Modern Delivery at Freddie Mac

## The Renowned Prosci Methodology

Prosci has been a leader in the change management field for over 20 years and to date, we've certified more than 75,000 practitioners worldwide. The Prosci Methodology taught in Prosci's Change Management Certification Program is based on more than two decades of industry research. During the program, we provide multiple knowledge checks along the way to ensure you can apply this best-practices approach to drive change success moving forward.

## Advanced Prosci Hub Solution Suite Tools

Prosci is committed to offering considerable value in every change management program and solution. In addition to providing you an unparalleled learning experience in our Change Management Certification Program, we include a one-year subscription to our online suite of advanced digital solutions to guide and support you in your change management endeavors.

The Prosci Hub Solution Suite provides anytime, anywhere access via the Prosci Portal to digital content, resources and tools that help you excel in change management. During and after the program, you'll have access to advanced cloud-based tools and resources including:

- **Research Hub** – A single point of access to Prosci research, including core studies, topical studies and relevant data across a broad array of topics. Reference over 20 years of best practices, lessons learned and insights from thousands of change leaders around the world.
- **Knowledge Hub** – A single point of access to content and resources related to a specific Prosci training program or learning experience. Transition from learning to application by understanding key concepts and building new skills to succeed at change.
- **Proxima** – A web application that guides you through the Prosci 3-Phase Process focusing on the people side of change throughout a project or initiative. Achieve change success and deliver value to the organization by following a structured, adaptable and repeatable approach.

Contact Prosci to learn more about this program and how to leverage Prosci's methodology and tools to advance your change management practice and build change capability in your organization.

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