

Change Management Practitioner Course Syllabus

Alignment to Bodies of Knowledge

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Version: 3.0



1 PMO Practitioner Syllabus

The Wellington Change Management Practitioner course has been accredited by the APM

Coverage of Learning Outcomes	APM Body of Knowledge Reference	PMI Body of Knowledge Reference	IPMA ICB4 Competence Elements
1. Change Management Overview <ul style="list-style-type: none"> Explain what is change management Explain the link between change and benefits management Discuss key theories and models Define successful change Recognise why many change initiatives fail 	1.1.3, 1.1.4, 2.3, 4.1.1	Part 1 2.3, 2.4 Part 2 1.1,1.4	Strategy CE1 Practice CE13
2. People and change <ul style="list-style-type: none"> Pro-actively manage people's reaction to change, including inevitable resistance Explain the difference between Change and Transition Recognise signs of resistance to change Use the Kubler-Ross change curve to explain why people react in different ways to change Use ADKAR to help yourself and others to transition through the change 	1.1.3, 2.3.1, 3.1.1, 3.1.3	Part 1 9.4, 9.5	People CE4 People CE5 People CE7
3. Responsibilities and roles in change <ul style="list-style-type: none"> Describe the responsibilities that should be fulfilled in order to successfully prepare, manage and embed change Understand the roles and responsibilities of the Change Lead, Change Sponsor and Change Champions Identify early adopters and how to work with them to create momentum for your change Create a network of change champions 	1.3.5, 3.2.1, 3.2.3,	Part 1 1.7, 3 Part 2 3.16	People CE2 Practice CE13
4. Defining the why <ul style="list-style-type: none"> Articulate the reason and purpose of your change Define change success from the organization's point of view Enable measurement of success by benchmarking the current state 	2.1, 4.1.1	Part 2 3.4	Practice CE3
5. Impact and Readiness assessment <ul style="list-style-type: none"> Identify stakeholders Recognise and analyse impact of change on your stakeholders Define success from the point of view of your stakeholders Analyse stakeholder readiness for change Assess stakeholder capacity for change Understand how organisational culture impacts change 	2.3.1, 2.3.3, 3.1.1, 3.1.2, 3.2.5, 4.1.1	Part 2 4.10	Practice CE10
6. Stakeholder engagement <ul style="list-style-type: none"> Recognise what a good change vision looks like Use ADKAR to plan your engagement Use good practice in communicating change 	3.1.1, 3.1.3, 3.3.1, 3.2.6	Part 1 13	Strategy CE4 Practice CE12

7. Plan the change <ul style="list-style-type: none"> Identify risks to the change Select an appropriate change approach Recognise good practice for scheduling change activities Identify and plan for temporary support structures Identify quick wins 	4.2.2	Part 2 3.17	Practice CE10
8. Implement the change <ul style="list-style-type: none"> Evaluate and adjust stakeholder engagements 	3.1.3	Part 2 5.9	Practice CE13
9. Follow up and reinforce the change <ul style="list-style-type: none"> Identify appropriate activities to follow up and enforce your change Measure change success Identify when to stop change management activities Contribute to the organisation's lessons learned database 	2.2.5, 2.3.3, 4.1.1	Part 2 5.12	Practice CE13 Strategy CE5
10. Managing change in a virtual world <ul style="list-style-type: none"> Discuss advantages and disadvantages of managing change in a virtual/ remote workplace Identify practices that aid stakeholder engagement in a virtual/ remote setting 	3.2.2	Part 1 2.2	Strategy CE5 People CE1
Assessment			

1.1 Virtual Logistics

Wellingtone can offer the virtual in-house Change Management Practitioner course via **Microsoft Teams** or **Zoom***.

Prior to the course, delegates will be asked for their physical address and a training pack will be sent via courier to them wherever they are, along with guidance on how to utilise the virtual classroom.

* Zoom is the preferred option for delivering virtual courses as it includes enhanced functionality

1.2 Upcoming Public Courses

Upcoming public courses are available on our websites: [Wellingtone UK](#)

2 Contact us



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3 About Wellingtone

Wellingtone have been taking a diverse mix of organisations to the future of work management since 2001, clients include:



3.1 Client Statements

“Wellingtone didn’t just focus on the IT implementation – they added value to the strategic process and decision making, and they stayed in constant communication to ensure we were up and running as quickly and smoothly as possible.

Laura Parkinson, Senior Programme Manager - Cumbria NHS



“We found Wellingtone’s approach refreshing. It felt more like a partnership than a supplier relationship, and they delivered on what they had promised. I would recommend them to anyone who’s considering making the move to Project Online.”

Sarah Olliffe, Senior PMO Analyst - ACCA

“I would recommend Wellingtone due to their approachability, flexibility and expert grounding in the world of project management. That’s their focus. It’s not just about software implementation for them.”

Scott Young, PMO Manager - Leicestershire County Council



3.2 Case Studies

A number of relevant case studies are available on the [Wellingtone Website](#)



3.3 Our Differentiators



Gold
Microsoft Partner



Technology Services

As a Microsoft Gold Partner with the PPM Specialisation we help organisations to work smarter

[Read more](#)



Consultancy Services

Our services focus on modernising PPM / PMO ways of working, methodology & governance

[Read more](#)



Training Services

Ground-breaking public and customised in-house PPM / PMO and Microsoft technology related training courses

[Read more](#)



Axelos Consulting Partner

An Accredited Axelos Consulting Partner able to deliver P3M3 Assessments.

[Read more](#)



G-Cloud Supplier

UK public sector organisations can use the Digital Marketplace to work directly with us.

[Read more](#)



PMO Global Alliance

We are the UK partner for this global community. Our annual conference, FuturePMO is the home of the annual Global PMO of the Year Awards, involving +64 countries.



Market Leader in PMO Training

Wellington has been independently Accredited by Course Conductor as a Market Leader for PMO training.

[Read more](#)

3.3.1 FuturePMO Conference



FuturePMO is a unique, fun, informative, inspiring and friendly 1-day PMO Conference conceived by Wellington and designed to push the boundaries of your PMO thinking, to look towards the future.

[Read more](#)

3.3.2 The State of Project Management Report



The State of Project Management is an annual report published by Wellington with contributing input from several APM Specific Interest Groups (SIG), and University College London. This is one of the largest pieces of research of its kind each year with 100's of organisations taking part.

[Read more](#)

3.3.3 Project Management Day of Service



Project Management Day of Service (PMDoS)[®] was started in 2014 in the US by PM4Change, a group of 40 project managers interested in giving back. Driven by an all-volunteer PMO, the first event brought together 300 volunteers to provide pro bono PM services to 100 charities. The Wellington partnership with PM4Change means we are the exclusive UK Partner and run two PM Day of Service events each year in the UK, often using Microsoft conference space.

[Read more](#)