



Interactive Learning Solutions



Change comes from within

Prosci Change Management Certification Program

This is a 3-day learning experience that equips you with the ability to manage the human side of change – in the office, at home and in your community.

Public Enrolment Sessions

Interactive Learning Solutions, as a Primary Affiliate of Prosci in Italy, runs open enrolment programmes in Italy and, in association with another Prosci Primary Affiliate, Picourseware, in South Africa. See panel on the right panel of our Home page for scheduled dates.

In-House Sessions

Interactive Learning Solutions is an Authorized Training Provider of Prosci in the U.K. Our single-customer, or 'in-house', programmes are offered in the U.K. and anywhere else our customers would like to hold them. These are run by arrangement.

Overview

Prosci's three-day change management programme is for change management team members and leaders.

It uses Prosci's research-based change management methodology and toolkit. At the end of the course, participants are certified in Prosci's Change Management methodology and are able to lead their organizations successfully through incremental and radical changes – building and customising a change management strategy and change management plans for communications, sponsorship, coaching and training.

“If we had the opportunity to attend Prosci's change management training and to use these tools before starting this project we could have cut the amount of time and money spent by at least 50%.” **Jose G., Director of Human Resources**

“Great value for the money—an incredible amount of knowledge and material. Commitment from Prosci is second to none. I have never been in a better course.”

Sandra A., Director of Organizational Development & Learning

Apply as you learn

Participants bring their own change projects to the course, work on these projects, present to a “team of executives” and are able to hit the ground running upon returning to work.



Why use Prosci?

Prosci’s change management process:

- Utilizes best practices research with more than 1400 companies world-wide.
- Provides a best-of-the-best change model and structured process that is independent of any single company or vendor.
- Is designed as a proactive process to accelerate change and manage resistance before problems arise.
- Provides tools, templates and checklists that are integrated into an easy-to-use framework for managing change at all levels.
- Is based on a knowledge-transfer model that allows you to build your internal change management competency.

“Outstanding in both content and delivery, well researched, practical, user-friendly and highly interactive. After 14 years, the best methodology I have found, and a truly professional organization.” **Catherine S., Change Management Consultant**

“Absolutely fantastic. The balance of exercises, training, self-work and bonding is a winning combination. I wish all training was as effective.” **Sharon D., Business Analyst**

Prosci Change Management Certification programme Agenda

Day 1 AM	Day 2 AM	Day 3 AM
<ul style="list-style-type: none"> · Introduction · Why manage change? · ROI of change management · Best practices review · ADKAR overview 	<ul style="list-style-type: none"> · Creating a CM strategy · Preparing the CM team · Developing the sponsorship model · Preparing sponsors 	<ul style="list-style-type: none"> · Coaching plan · Resistance management · Training plan · Master plan
Day 1 PM	Day 2 PM	Day 3 PM
<ul style="list-style-type: none"> · Change management principles · Change characteristics assessment · Org attributes assessment · Unique challenges and risks 	<ul style="list-style-type: none"> · ADKAR analysis · communications plan · Sponsorship roadmap · Presentations · Special event 	<ul style="list-style-type: none"> · Reinforcing change · Final exam · Graduation



Training Locations

Our public enrolment programmes are held in attractive, residential environments where candidates are removed from interruptions and the stresses of their daily routine and able to be more relaxed and learn more effectively. This also accommodates the evening activities that are built into the program. Examples of some of the public enrolment programme locations available to us are:



Aloe Ridge Hotel & Game reserve



5th Avenue Gooseberry



Crowne Plaza Hotel, Italy



We recommend that 'in-house' programmes are also run in residential environments where candidates are removed from the stresses and interruptions of the office environment. However we are happy to run these programmes in your own training environments or any suitable venue.

The ADKAR® Model

Learn how to use the popular individual change model developed by Prosci.

Awareness

Desire

Knowledge

Ability

Reinforcement™

"Really love all of the templates and the way this programme will fool-proof my approach to change management when I follow it! Thanks!" Janie H.

Course Topics

Psychology of change

- Theories and Perspectives
- 7 Principles of change

Change Management Process

- Prosci's 3-phase Process for Managing Change
- Organizational Change Competency
- Connecting Change management to Business projects and Project Management
- ADKAR

Preparing for change

- Define your change management strategy

- Prepare your change management team
- Develop your Sponsorship Model

Managing change

- Communication Plan
- Sponsorship Roadmap
- Coaching Plan
- Resistance Management Plan
- Training Plan
- Master Challenge Plan

Reinforcing change

- Collect and analyze feedback
- Diagnose gaps and manage resistance
- Implement corrective action
- Celebrate Successes

Course materials included with tuition

- Change Management Toolkit (£810 value)
- Change Management Pilot (£320 value)
- Change Management Best Practices benchmarking report (£270 value)
- Employee's Survival Guide to Change (£20 value)
- Change Management: the people side of change (£20 value)
- ADKAR: a model for change in business, government and our community (£20 value)
- Course slides and handouts

Price: [contact](#) us please

