

# End-to-End Change Manager Foundations

## CERTIFICATE PROGRAM



Delta Mash's End-to-End Change Manager Foundations Certificate Program is an engaging, interactive and practical 2-day learning experience where participants gain the knowledge, tools and techniques to lead successful change initiatives. Throughout the course, attendees apply the Delta Mash End-to-End Change Framework and learn real-world change delivery skills and apply these to case studies throughout the program.

By the end of the program, participants understand the role and responsibilities of a change manager, how to support the organisation, project manager and sponsor, and how to conduct key change management activities end-to-end on a change management project. The program is virtual instructor-led.

## Who is this course for?

Delta Mash's End-to-End Change Manager Foundations Certificate Program is ideal for those responsible for delivering change in a project context. Participants are predominately in the following roles:

- Change Analyst
- Change Manager
- Change Lead
- Project Managers
- Project Team Members
- Change Management Practitioners
- Human Resource Business Partners
- Business Analysts
- Organisational Development Professionals

## Learning objectives

**Throughout the 2-day program, participants learn how to:**

- Define change management and communicate this effectively to the organisation.
- Apply change management fundamentals.
- Apply the roles, artefacts and activities of the End-to-End Change Framework to a case study.
- Understand key change roles to support change delivery success.
- Operate within an ambiguous and complex environment.
- Identify and utilise change insights to inform your change approach.
- Diagnose resistance to change and apply strategies for managing resistance.
- Leverage the role of leaders in driving and supporting change.

**Participants gain a digital credential and Foundations**

**Toolkit:**

- The Delta Mash End-to-End Change Manager Foundations Certificate digital credential
- The practical Delta Mash Foundations Change Toolkit with completed examples

## Agenda

### Day 1:

- Welcome and connection
- Course Overview
- Why Change Management
- Key Change Roles
- Mindset and Principles
- End-to-End Change Framework Overview
- Self-Assessment
- Change on a Page

### Day 2:

- Day 1 Review
- Delta Mash End-to-End Change Activities, Artefacts and Deliverables
- Technical Demonstrations
- People-Centric Change Manager
- Identifying and Managing Resistance
- Hands-On End-to-End Simulation
- Next Steps and Evaluation
- Wrap Up

## Course Materials

- Delta Mash Foundation Change Toolkit
  - End-to-End Change Plan Templates and Examples
    - Change Vision
    - Stakeholder Assessment
    - Change Impact Assessment
    - Communication & Engagement
    - Change Readiness
    - Adoption
- End-to-End Framework Placemat
- Course Materials and Slides