

Business Management Training Group Ltd

Management Training for the 21st Century



Advanced Certificate in Change Management (ACCM™)

Course Overview

Although change is one of the few certainties of life, it is often met with fear and resistance in the work place when not managed correctly. However, organisations have to change in order to adapt, improve and prepare for the future.

Change can be Strategic, Anticipatory, Reactive or Incremental – each of which needs a different and controlled response. As today's business environment is accelerating the pace of change, effective change management has never been so important.

Expertise on change management will drive forward sustainable performance improvement to keep ahead of competitors, and meet ever changing and demanding customer expectations.

Organisations fall into several categories, some are 'Traditional' and some are 'Modern'. Traditional organisations tend to initially resist change because 'it's not the way we do it here'.....but their competitors are changing. Modern organizations embrace change but sometimes for the wrong reasons...think Dot.Com. Change must be planned and controlled; the process element – the supplier element –the staff element- the customer element must all be given equal consideration. This course is presented by a worldwide 'Change Management' expert who will guide you through all the complex elements of changing a business environment onto the path of successful reorganization.

On completion of this five day training course you will receive your certificate which has been fully accredited by Qualifi, an official UK Government recognised awarding body



BENEFITS, KNOWLEDGE, SKILLS GAINED BY ATTENDING THIS ACCM™ COURSE :-

- Gain an accredited Certificate approved by a UK regulated body - Advanced Certificate in Change Management (ACCM™)
- Use ACCM™ on your business card and on your resume
- The ACCM™ shows that you have completed International qualifications and that you have the skills and experience to manage change effectively on a national, regional and global level
- The ACCM™ certificate will be received approximately one month following the close of the training course and will be issued jointly by Qualifi and BMTG.

Advanced Certificate in Change Management (ACCM™)



WHO SHOULD ATTEND THIS ACCM™ COURSE

This highly practical and interactive course has been specifically designed for:

- Business Owners / Managing Directors
- Change and Project Management Professionals
- Change Directors
- Financial Managers
- Business Consultants
- Management Consultants
- Operational / Production Managers
- Senior Management
- Risk Managers
- Procurement Managers
- Strategy Makers
- Customer Service Managers
- Project and Programme Managers
- Human Resources
- Team Leaders



PLUS anyone who is responsible for / involved in Performance Improvement and Change Management, or anticipates being involved in future Change Projects

By attending this interactive ACCM™ course you will be equipped with the skills to:

- Understand the key principles of effective Change Management for driving the business improvements defined by your strategic corporate policy
- Build and deliver a detailed Change Management Project to:
- Baseline current business performance and identify areas for business improvement
 - Build a business case for change (cost / time / benefit)
 - Define and agree business performance and change management metrics, Service Level Agreements and other Key Performance Indicators
 - Determine the change management programme and resources
 - Identify the key change management personnel and appropriate organisational structures
 - Select the correct tools, levers and governance procedures to enable the change process
 - Manage the change process to deliver successful results
 - Measure the benefits and implement Continuous Improvement Initiatives
 - Manage the people / process / technology drivers of change to achieve the strategic policy
- Embed sustainable change across the organisation
- Achieve significant service delivery and cost reduction improvements in accordance with strategic direction
- Adapt the organisation to meet ever changing and demanding customer expectations
- Anticipate change and prepare the organisation for the changing business environment

THE BMTG TRAINING STYLE

- BMTG employ best practice interactive training techniques.
- All of our Trainers are highly experienced practitioners who have operated successfully in the field and are with BMTG by reputation and invitation only. We have no 'beginners'. All of our Trainers have themselves been trained in BMTG techniques and our style is common throughout our entire portfolio of courses.
- The BMTG technique involves classroom lecturing, highly intensive case study / role playing sessions, classroom interaction and feedback, one to one coaching from the Trainer, and a final examination.
- BMTG have found this to be one of the most effective training methodologies to date and many large multinationals and training companies have also taken up this approach.

MEET YOUR TRAINING COURSE DIRECTOR: Patrick Egan



Patrick Egan has over 20 years industry experience in business improvement and change management for the utilities, oil & gas and customer service sectors. He has worked in his home UK market for several FTSE 100 companies, and overseas in South-East Asia, the Middle East and Africa. Patrick is a Chartered Engineer and Chartered Member of the Institution of Water and Environmental Management.

In 2008 he set up his own consultancy firm, Hydro Mechanical Systems Limited, focussing on business planning, capacity building, performance improvement and delivering change management projects for the utilities market.

Patrick is the lead author of the ACCM™ course and content which has received critical acclaim from leading change management specialists and international consultancies.

Course Outline

What is Change Management

- Principles of Change Management
- Key stages of Change Management
 - Where are we now? Where do we want to go?
- How can we make the change?
 - Introduction to tools and techniques

Why Change Projects Go Wrong

- Early warning signs
- Eight steps to success

Preparing for a Change Management Project

- Readiness of organisation for change
- Benchmark current performance
- Identify areas for potential business improvements
- Preparing for a change project:
 - Understanding the change model
 - Toolkit
 - Identifying the change team

Performance Analysis

- Building hypotheses
- Root cause analysis
- Introduction to Six Sigma & LEAN
- DMAIC v DMEDI
- Define benefits, programme, resource, cost

Designing the Change

- Charters - setting expectations
- Storyboarding - the need for change
- Building a Business Case

Managing Change

- Milestones and targets
- Change team interaction with the organisation
- Process Mapping:
 - Workshop design and facilitation
 - Problem solving techniques
- Organisational change:
 - Structure and reporting lines
 - RACI - defining roles and responsibilities
 - Work shadowing (DILOs)
 - Support (IT, training, coaching, equipment)
- Data Management and Reporting:
 - Data, analysis, decision, action
 - Effective meetings
 - Report planner
- Hot-housing - rapid testing of proposed changes
- Understanding resistance to change
- Emotional cycle
- Feedback and coaching techniques

Delivering Results

- Benefits and deliverables tracking
- Key Performance Indicators
- Change governance

Sustainability

- Sustainability tracking
- Culture and behaviour to drive improvement
- Creating and managing high performance teams
- Collaborative working with suppliers and customers

ACCM™ Examination*

Plus up to 8 Relevant Case studies

1 Personality Profiling Test

* Only those who successfully complete the examination and participate effectively in the course case studies will receive the Advanced Certificate in Change Management ACCM™