





Change Management Training Overview



	Certification Program	Sponsor Briefing	Managers Program	Employee Orientation	Project Workshop	
Intended Audience	Individuals and teams who are working on a defined project and looking for a structured approach to change.	Executives and senior leaders that sponsor change	Managers and supervisors who are helping their employee's transition through change	Front-line employees impacted by change in your organization	Project teams and looking to improve project outcomes	
Objective	Develop structured change management strategies and plans that can be applied to current initiatives	Equip sponsors to effectively lead change and strategically position their projects for success	Assess teams and create action plans to lead them through change	Engage in the change process and contribute meaningfully to changes that impact you	Maximize project results with change management	
Duration	3 days	4-6 hours	1 day	1 day	1 day	
Class Size	10-16 students	4-10 students	10-16 students	10-24 students	10-24 students	
Topics	All of the following topics are included in the 3-Day Certification Program. These topics are personalized and adapted for each of the other programs, based on their audience: • Psychology of Change • Prosci® 3-Phase Process for Managing Change • Return on Investment (ROI) of Change Management • Best Practices in Change Management • Prosci® ADKAR® Model: Awareness, Desire, Knowledge, Ability, Reinforcement® • Change Management Strategy and Master Plan • Sponsorship Roadmap • Communication Plan • Training Plan • Coaching Plan • Resistance Management Plan • Reinforcing Change •					
Materials (customized for each course)	<p><u>Books</u></p> 	<p><u>Prosci Studies and Reports</u></p> 	<p><u>Online Portal</u></p> 	<p><u>Toolkits, Handouts, and more!</u></p> 		

Prosci, Inc. is the world leader in change management research and methodology development. Their research has included eight longitudinal studies over 16 years, resulting in best practices from more than 3,400 organizations worldwide. The Highlands Consulting Group, LLC is the only Prosci® Authorized Training Provider based on the U.S. West Coast, offering certification and training, in addition to a variety of management consulting services. For information about available services, course dates, and pricing please contact sales@highlandsconsulting.com.