



Rich Batchelor – Workshop Lead Facilitator

## Professional Recognition

We are very pleased to have this program recognized by the following world class professional organizations. Attendees of this program can achieve accredited professional development time and access to these organizations' recognized credentials.



# QEP™



### About Your Facilitator

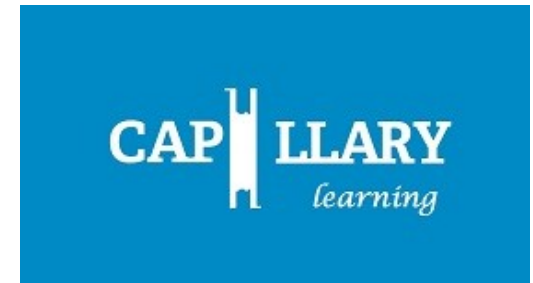
Richard has been delivering successful change for 25 years. He has built a successful international consulting business focusing on organizational effectiveness, strategic change and people centric transformations across a wide portfolio of diverse global businesses. He has delivered \$100million+ additional value to organizations, ranging from 10 to 100,000+ employees.

Richard has a masters' in change management and is a founding member of the Association of Change Management Professionals. He is certificated in Lean Six Sigma (Green Belt), Operational Excellence, Design for Six Sigma, Human Resources, Project Management, Coaching, Psychotherapy and Counselling.

He enthusiastically promotes the adoption, inclusion and understanding of change management and regularly shares his knowledge and experience through speaking engagements, learning events and facilitated discussion on the topic close to his heart – change!

### Contact Us

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## Certified Change Agent Program

To successfully become a Certified Change Agent (CCA), you must attend the 3-day workshop, pass the examination and pass the written submission.

### Program Objectives:

- Understand how change effects people and appreciate their reactions;
- Understand a number of approaches to change and change management;
- Gain insight, tools and techniques to be a successful change agent.

## Part 1 – The Workshop

### Day 1: The Challenge of Change and the Change Event

- Explore basic core principles of change
- Examine human emotions to change and its impact
- Understand the role of personality in change adoption
- Understand the cause of changes, what roles people play in change events and how to sell a change
- Explore reactions to change and how to deal with resistance & improve resilience



Day 2 includes graphic recording at many locations

### Day 2: How is Change Managed and Change Leadership

- Understand the differences between Change Management & Managing Change
- Explore Kotter, ADKAR® and other Change Management Models & Theories
- Understand different levels of change and their relationships including strategic, organizational and tactical change events.
- Understand leadership and its relationship to Change Management
- Explore what it means to be a leader of Change using Lego® Serious Play®
- Explore the role of innovation with Change

### Day 3: What is a Change Agent and Time for you to Change

- Define the role of Change Agent
- Define your change agent role & your organization's needs and expectations
- Compare the outputs and outcomes needed to be a successful change agent referencing Kotter ADKAR® and Capillary Models
- Explore how to Influence without Authority
- Plan & Preparing for Change with tools and techniques to use in a change event
- Creating a change agent profile for yourself and your organization

## Part 2 – The Examination

At the end of day 3 you will sit a supervised examination that tests your knowledge of the workshop content. You will need to accurately answer at least 70% of the 60 questions within a 60 minute timeframe. This is a closed book examination.

## Part 3 – The Written Submission

When you have passed the examination, you must submit a written paper of approx. 3000 words, demonstrating the application of your change agent knowledge to a change event. We recommend this is done within 125 days of passing the examination

### Who should become a Certified Change Agent?

This program will be particularly beneficial for those who have recently been asked to undertake a change agent role as part of their normal duties or need to develop a culture of change readiness within their organization.

- Project Managers
- Business Analysts
- HR Business Partners
- Operational Managers
- HR Managers
- Project Directors
- Business Leads
- Process Managers
- Product Leads
- Learning & Development Managers
- Organizational Trainers

### How do I register for an upcoming program?

Go to [www.certifiedchangeagent.com](http://www.certifiedchangeagent.com) and choose your preferred workshop.