ACMP UNITED KINGDOM CHAPTER

Winter 2021/22 Newsletter

Mission

Creating a professional change management community passionate about knowledge sharing, professional development, and networking

Vision

The ACMP UK Chapter leads a dynamic professional community recognised as a vibrant and growing source of Change Management expertise

Values

Community, Leadership, Accountability, Collaboration, and Fun

SPONSORSHIP

If your organisation would like to help host or sponsor ACMP UK Chapter activities, please get in touch with our Director of Sponsorship & Treasurer, Andrea Jones andrea.jones@acmpuk.com

Moving forward together

As the end of another very different year approaches, I have been fortunate to take my first overseas trip connecting with my team, and equally important to me, I was able to meet up with my ACMP UK volunteer directors face-to-face for the first time in two years. Day by day, week by week is how I am personally moving forward as the veneer of new ways of living and working evolve, and we explore whether they will have the depth needed to stick.

This month we have the usual updates on our events, and a couple of eclectic book reviews. Our main focus is Damian setting out our ACMP UK support program for those of us thinking of obtaining Certified Change Management Profession (CCMP) certification in 2022. This is our next step as our ACMP UK chapter evolve; supporting you as change professionals in achieving globally recognised certification for what you know and can do. Will it be your 2022 resolution to achieve becoming a CCMP? We hope so and we want to support each other in getting there!

Finally, we offer a thought piece by Rich Batchelor and look forward to starting a discussion with any points you'd like to make in the next newsletter. Please do email me at stevegreen@acmpuk.com

Steve Green, President, ACMP UK Chapter

Dates for your diary

Here is a selection of our virtual events that we look forward to you joining. Click the event title to register today! See all events at ACMP UK - Home

15 DEC 2021 6-8 PM	**Festive social** We are hosting an informal festive social on 15 December 2021 in central London (W1B 2LB). Contact Jennifer for details and to be added to the list of attendees, email: jenniferbryan@acmpuk.com
12 JAN 2022 1-2 PM	**Webinar: Change Management Leadership, Alignment and Gamification** Peter's webinar will explore three associated change topics: Leadership Responsibilities, Leadership Alignment, Management.
16 FEB 2022 1-2PM	**Webinar: Navigating the next future** Join Steve Wells to explore the forces, ideas, tensions, developments, opportunities, and choices shaping the next future.

ACMP UNITED KINGDOM CHAPTER

Festive social and upcoming webinars

Thank you to all of you members and non-members that have been joining our monthly webinars. I can promise you our speakers and panel members really appreciate your attendance and engagement, so please keep it up in 2022!

Here are details of our two webinars planned for January and February. And don't forget, we are hosting an **informal festive social** on 15 December 2021 from 18.00-20.00 in Bar Remo, 2 Princes St, London, W1B 2LB. Contact me for details and to be added to the list of attendees: jenniferbryan@acmpuk.com

Jennifer Bryan, Director of Events, ACMP UK Chapter

Webinar: Change Management Leadership, Alignment and Gamification

Sign up to join us on Wednesday 12 January 2022, 1-2 pm for our next ACMP UK webinar on Change Management Leadership, Alignment and Gamification with Peter Gallagher. To find out more and sign up go to **Eventbrite**

Webinar: Navigating the next future

Join us and our February webinar presenter, Steve Wells, a global futurist Speaker, Strategist, Workshop Facilitator, Podcast Host to explore the forces, ideas, tensions, developments, opportunities, and choices shaping the next future.

This webinar will take place on Wednesday 16 February 2022, from 1-2 pm. To find out more and sign up go to **Eventbrite**

Beyond the workplace zoo – Humanising the office

On Wednesday 10 November 2021 ACMP UK Webinar Dr Nigel Oseland presented on his new book; **Beyond the Workplace Zoo: Humanising the office**.

If you were not able to join us yesterday, we do not have our usual video of the webinar. However, Nigel's new book is available with a 20% discount on the Routledge's website using code **FLR40** or with less discount on Amazon plus a Kindle version. Tim Oldman, Founder & CEO, Leesman, commented:

"Nigel manages to ram the seventy-year evolution of the contemporary corporate office into a new practical and essential guide for all students of the future of workplace. Presented with typical academic rigour, this is a new must read for anyone trying to navigate the complexities of the post-pandemic people + place debate."

ACMP UK PROFESSIONAL DEVELOPMENT

I hope you are all well, and adjusting to the shorter days, and cooler weather. First order of business is to welcome and thank Gabrielle O'Donovan for joining the ACMP UK Volunteer team, supporting Professional Development.

Gabrielle has clocked up more than 30,000 hours over 20+ years working on change programmes and is author, speaker, university lecturer and consultant on organizational change management. Gabrielle is the author of three books including *Making Organizational Change Stick: How to create a culture of partnership between project and change management*, Routledge in 2018. Gabrielle has an M.Ed. in Training and Development, University of Sheffield, and is very excited about helping me shape and deliver the learning strategy and plan.

As we approach the end of the year, it is a time of reflection, celebrating achievements, defining resolutions, forming new habits, and defining goals for the future. So what does this mean for you? Is 2022 a year for you to invest in yourself, sharpen the saw of your Change Management toolkit, and become a Certified Change Management Professional™ (CCMP™)? If so, then we're here to help.

To support all those working towards achieving CCMP™ we have put together a programme of workshops and reflection sessions through to the summer of 2022.

Each of the 60-minute workshops will cover the key components of the ACMP Standard for Change Management© and finish with our Code of Ethics. Covering these will provide you with a knowledge and understanding of the standard.

The follow up 'beverage and reflection' sessions will give the opportunity to explore questions that have arisen for you and help relate each aspect of the standard to your change practice. A range of change colleagues will lead these sessions.

All the workshops are provided free of charge to all colleagues working towards their CCMP™ and details will be on our professional development page.

Please do drop me an email if you are thinking of attending so we can gauge interest. As always, if you have any questions or are interested in helping out then please drop me a note on damianjordan@acmpuk.com So, to close out, I, hope that you've had a successful year, will get the chance to recharge your batteries during the festive period, and wishing you all the very best for 2022.

Damian Jordan, Director of Professional Development (Volunteer)

WHAT IS A 'CERTIFICATION'?

A question that often arises for colleagues considering working towards achieving the Certified Change Management Professional™ (CCMP™) credential is "What does the Certified bit stand for?"

This chart has been produced by ACMP Global to help answer this and show the extra value of a change management certification compared to a course where you receive a certificate at the end.

Elements of a Certification	Typical Certificate Program	CCMP™ Certification
Tests change management knowledge	✓	✓
Provides a certificate	✓	✓
Based on worldwide research and leading practice	✓	✓
Requires application of change management experience to scenarios	?	✓
Requires change management experience demonstrating a track record of success		✓
Developed according to independent international standards (ISO / ANSI)		✓
Exam delivered under controlled conditions by a third party		✓
Certification awarded by an objective, standard-setting organization unaffiliated with a commercial entity providing change management training		✓
Results in a designation which allows a practitioner to add letters behind their name		✓
Has an expiry date and requires certification maintenance to maintain credential (practitioner must be current in breadth/depth of knowledge)		✓

ACMP UK 2022 CCMP™ SUPPORT PROGRAMME

ACMP's Standard for Change Management is a reference for professional knowledge and understanding of change management and provides the basis for the Certified Change Management Professional™ (CCMP®) certification.

During this programme we will explore the standard and the areas of knowledge, established norms, processes, tasks, and skills necessary for change management practitioners to be effective in managing change in their industries and organisations. The standard documents generally accepted professional approach to change management activities to provide insight, structure, process, and a standard approach to addressing and driving change.

Development workshops (Virtual delivery)	Date and time
Session 1: Introducing the Standard for Change Management and CCMP™	**Weds 26 January 2022, 5-6 pm** Follow up 'drop in beverage and reflection session' on: Tues 1 February 2022, 5-5.45 pm
Session 2: Evaluate Change Impact and Organisational Readiness	**Weds 23 February 2022, 5-6 pm** Follow up 'drop in beverage and reflection session' on: Tues 1 March 2022, 5-5.45 pm

The processes in this group are designed to assess, evaluate, and anticipate an organisation and its stakeholders' readiness, ability, and capacity to undergo a transition from the current state to a future state. The processes also include an assessment of the change and the impact the change will have on the individual and organisation. History, culture, and value systems play key roles in these evaluations.

The results provide change practitioners with information to calibrate leader expectations and to scale and customize change management plans and activities.

Development workshops (Virtual delivery)	Date and time

Session 3: Formulate the Change Management Strategy

The processes in this group are designed to develop the high-level approach for change management with sponsors, change leaders, content developers, program managers, customers, and others on the project. This approach includes governance, risks, resources, budget, and reporting.

The change strategy will incorporate, integrate, and align change management plans, activities, tasks, and milestones into the other activities and operations of an organisation and its stakeholders at the onset of a change (timing and sequence). Stakeholder engagement is included in this process group.

Weds 30 March 2022, 5-6 pm

Follow up 'drop in beverage and reflection session' on:

Tues 5 April 2022, 5-5.45 pm

Session 4: Develop the Change Management Plan

The processes in this group are designed to develop the high-level approach for change management with sponsors, change leaders, content developers, program managers, customers, and others on the project. This approach includes governance, risks, resources, budget, and reporting.

The change strategy will incorporate, integrate, and align change management plans, activities, tasks, and milestones into the other activities and operations of an organization and its stakeholders at the onset of a change (timing and sequence). Stakeholder engagement is included in this process group.

Weds 27 April 2022, 5-6 pm

Follow up 'drop in beverage and reflection session' on:

Tues 3 May 2022, 5-5.45 pm

Session 5: Execute the Change Management Plan

The processes in this group focus on the implementation of work/actions in the detailed change management plans.

The work in this area is required to achieve the expected benefits of the change management implementation.

Weds 25 May 2022, 5-6 pm

Follow up 'drop in beverage and reflection session' on:

Tues 31 May 2022, 5-5.45 pm

Session 6: Complete the Change Management Effort

The processes in this group reinforce the work in the change management plans, determine the effectiveness of the work, monitor progress, and transition the change initiative to the business. These processes include measuring results and comparing to the expected benefits or business objectives.
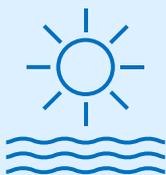
These processes also include the continuous improvement activities that come from the post-project analysis and lessons learned.

Weds 29 June 2022, 5-6 pm

Follow up 'drop in beverage and reflection session' on:

Tues 5 July 2022, 5-5.45 pm

Session 7: Code of Ethics

The purpose of our Code of Ethics is to guide the professional conduct of members of the association, holders and applicants of ACMP-sponsored certifications, volunteers, ACMP Qualified Training Providers, staff, and contracted resources.

This document addresses specific professional conduct for every individual bound by this Code.
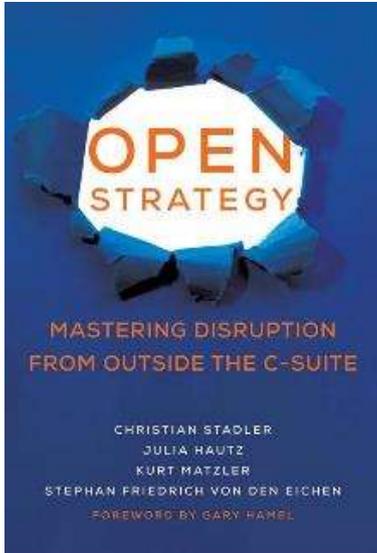
Weds 27 July 2022, 5-6 pm

Follow up 'drop in beverage and reflection session' on:

Tues 2 August 2022, 5-5.45 pm

acmpuk.co.uk

IDEAS FOR YOUR AUTUMN READING AND WATCH LIST …

Here is a selection of what our ACMP UK volunteer board members are currently into …

Jonny McCormick, Regional Director, Northern Ireland

Open Strategy: Mastering Disruption from Outside the C-Suite, The MIT Press, By Christian Stadler, Julia Hautz, Kurt Matzler, Stephan Friedrich von den Eichen, 2021

Open Strategy invites readers to consider a more democratic, open, and transparent approach to the ideation, decision-making, prioritisation, and execution of strategy. Once the sole purview of the upper echelons in an organisation the authors of open strategy contend that by democratising the process leaders are less likely to be confined to maintaining the status quo or engaging in groupthink. What's more, the authors argue that by involving more of the organisation in the process of strategising that it leads to higher levels of buy-in when it comes to delivering that strategy...who'd have thought, eh? This books provides a blend of interesting arguments and practical guidance - highly recommended!

Damian Jordan, Director of Professional Development

The Five Second Rule, by Mel Robbins

I'm a big fan of the Rich Roll Podcast, and over half-term listened to Rich interview Mel (Podcast) whilst on a long run on holiday in Lancaster. As part of this interview, Mel explained The 5 Second Rule, where it came from, and advice on how to use it. It basically a very simple tool on how to stop your brain invoking its natural survival instincts and avoiding taking action.

Straight after my run, I bought an e-version of the book and started devouring it. If you don't want to buy the book, the concept first came out at Mel's Ted Talk, which was completely adlibbed and unplanned. However, the book delves deeper into the concept, gives real life examples, how to use it in several situations, and an explanation of the science behind why it works.
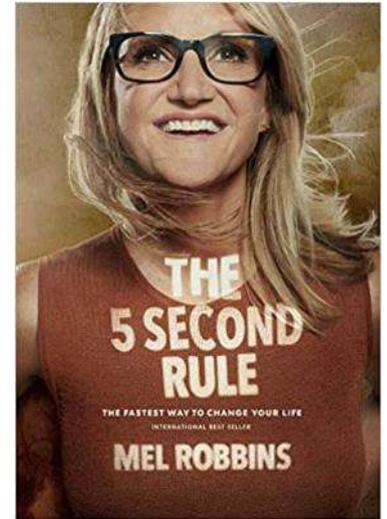
To be honest, the book can get a bit annoying with the number of times the same simple concept is drummed in, but that is down to the simplicity of the concept. It's easy to get, and easy NOT to apply. I've recently found this concept as a very useful tool in dealing with a lot of complex difficult change, to ensure I take action to help move things forward. I'm just surprised I've not come across this book before!

Not an ACMP Global member? Take out non-member survey…

CLICK HERE TO TAKE THE SURVEY

The Association of Change Management Professionals (ACMP) will use the information collected to understand how better to serve our potential members. Individual responses will be kept strictly confidential.

As a THANK YOU for participating, we invite you to enter our raffle for the chance to win either an ACMP Member Webinar Pass or a 50% registration discount for ACMP's Virtual Conference - CHG MGMT Global Connect 2022 (both valued at $400).

ACMP defines organizational change management ("change management" in this survey) as the practice of applying a structured approach to the transition of an organization from a current state to a future state to achieve expected benefits. As a professional association for change management, ACMP's mission is to serve as an independent and trusted source of professional excellence, advocate for the discipline and create a thriving change community. Learn more by visiting acmpglobal.org

NEWS FROM ACMP GLOBAL

Upcoming Member Webinars

New Member Orientation
ACMP | December 9 | All Members Welcome
LIVE at 12 pm ET (5 pm UTC) | **Rebroadcast at 9 pm ET (December 10 at 2 am UTC)**

Leading Change with Foresight for Growth
Jennifer Bryan & Steve Wells | December 14 |
Skill: *Masterclass*
LIVE at 12 pm ET (5 pm UTC) | **Rebroadcast at 9 pm ET (December 15 at 2 am UTC)**

After the webinar: Join us in our the exclusive ACMP Connect community - **Webinar Exchange**. This community is an interactive and collaborative way for you to discuss this webinar and continue the conversation.

Available: If you're not a member of ACMP, you can now attend our exclusive member webinars. Each member webinar is $99 or you can purchase an **Annual Webinars Pass** (valid for one year from purchase).

ACMP webinars continue to be free to members. Not a member? **Let's fix that** ...

Are you a seasoned practitioner with at least 11 years of change management experience?

CHG MGMT INSIGHT: Masterclass Series is a limited, virtual experience consisting of advanced, in-depth sessions delivered in two parts over five months. Engaging, informative, and collaborative, the Masterclass Series will expand and enhance your expertise within the change management discipline. From discussions, panels, or workshops, these sessions are aimed to provide new strategies, data, and information within the profession. Led by industry thought leaders, these highly interactive sessions are designed to facilitate idea-sharing with content rich information.

The Series will be delivered in two parts, with every session available in each part. The first part of the Masterclass Series will begin September 2021, with different sessions on Wednesdays through October 2021. After taking a short break for popular international holidays, part two will begin in January 2022, with sessions every Wednesday through February 2022. Additionally, attendees can purchase access to the recordings of each session through May 15, 2022.

Review the series agenda and frequently asked questions below to learn more about this opportunity to exchange ideas with some of the discipline's most premier practitioners from around the world!

ACMP UK CHAPTER MEMBER TRAINING OFFERS

CERTIFIED CHANGE MANAGEMENT PROFESSIONAL (CCMP) TRAINING

jTask CCMP Training

SPECIAL OFFER: Learn the ACMP 'Standard for Change Management' and how to implement it in your organisation with jTask:

https://jtask.com/ccmp-training/

jTask CCMP Training courses gives you the in-depth knowledge, skills, and tools to pass the CCMP Exam. The training will teach you how to use the ACMP Standard for Change Management on real projects. You will leave with templates and job aids that leverage the Standard's best practices to effectively manage change and enhance project results. The course is a virtual instructor-led training course. Find out more details about the course here. jTask CCMP Training have a special offer for ACMP members to obtain the 21-hours of training necessary as part of applying for ACMP CCMP certification. The special ACMP UK affiliated member rate for this four-session course will be $680 (normally $780) if you use the code: **ACMPUK**

Location and registration: Virtual/Live Instructor-led and to register click here

Dates & Times: Four Fridays, usually 4:00 PM to 10:00 PM, UK time, with courses starting on the first or second Friday of most months.

Course dates coming up in 2022

January 2022: 7, 14, 21, 28 (4-10 pm)

February 2022: 4, 11, 18, 25 (4-10 pm)

March 2022: 4, 11, 18, 25 (3/4-9/10 pm)

April 2022: 8, 15, 22, 29 (4-10 pm)

NEWS! Additionally, jTask has kindly agreed to donate $100 to the ACMP UK Chapter for each affiliated member who registers with the discount code

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Capillary 2022 courses

Our colleagues at Capillary learning have a range of courses in the change space. They also offer great value for ACMP UK affiliated members. If you are not a member, currently you can join ACMP and affiliate to the UK Chapter for $125 and still save on most the courses! Check out membership here, contact Capillary for further information on info@capillarylearning.com

Certified Change Agent
April 5-7 2022; 9-5 each day £695 ACMPUK special pricing, £895/£1095 early and standard.
Feature: 21 hours of ACMP PDUs for CCMP
www.eventbrite.ca/e/210729626987/?discount=ACMPUK
Staybridge Suites Vauxhall, 100 Vauxhall Walk, London SE11 5EL

Certified Lego Serious Play Chang Facilitator
Oct 17-18 2022, 9-5 each day, £600 ACMP UK Special
www.eventbrite.ca/e/215116377877/?discount=ACMPUK
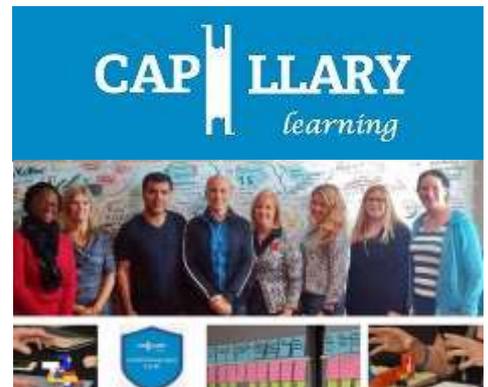Teaching London: LDBS SCITT, 2 West End Lane, London NW6 4NT

Certified Change Leader
Oct 20-21 2022, 9-5 each day
Feature: 14 hours of ACMP PDUs
www.eventbrite.ca/e/215095936737/?discount=ACMPUK
Regus London HQ, 344-354 Gray's Inn Road, London WC1X 8BP

THINK PIECE

The Future of Change Management Lives Outside the Box

By Rich Batchelor, First published October 2020, Capillary Consulting Blog

This ever-growing portfolio of transformation needs change professionals to keep adding capabilities to their toolbox, developing deeper intervention practice and broader approaches to engage in these new and exciting spaces. I do not use the word exciting lightly. I think that we are in exciting times for change, but this means that the way many people successfully deliver also needs to evolve.

There was a time when the primary focus of change management practice was rooted activities surrounding technology implementations. Times have changed. The focus for change support has broadened with an increase in activity for culture shifts, strategy development, organizational design, and workspace reorganization, to name but a few new spaces of change.

Are you ready to see what's outside?

It has been many years since I did a technology implementation, but I speak to many in the change community who are still primarily doing this work. It concerns me that the desired approach of their organizations is a template driven project managed change management. This style doesn't create a good fit for the change but rather forces a fit to an approach. I know many of these practitioners are frustrated by the confines this expectation places on them. There is a time and place for document driven change, but its not the panacea to all change. These practitioners want to give so much more than a few documents inside a project delivery. When you work in supporting people's responses to the new, different, and strange, you want to have meaningful engagement with them that delivers solutions to their pain points. This means expanding the offerings you give to meet the greater needs and expectations being placed.

It was approximately 4 years ago that I was at a change management conference and I said organizational design is part of change management. I pushed for someone to come up with a case study or paper at the following year's conference, I think I even offered to buy them a drink if they did.

However, it did not happen, and I am still to see an organizational design reflection at a change conference. I have taken an organizational design journey of discovery these past few years. Adding to my existing knowledge and bringing myself up to date with current practice and approaches in the organizational design space; I found the commonality is significant. The activities needed for organizational design is definitely overlapping and complimentary to change management and no more or less than I see with project management or organization development. I do strongly believe that change professionals need to add the organizational design skillset within their portfolio to better meet the needs of their clients or leadership expectations. There is no gain to be had in helping to implement a change with the confines of a badly shaped organization.

I have been a coach for many years and have been utilising the skills throughout my change engagements. I truly find that taking a coaching approach helps me to build trust, find the true cause of responses and understand the needs of anyone experiencing change. In the past couple of years, I've seen more connection between coaching practice and change delivery, but its still evolving. I recommend that coaching skills are developed for every practitioner to understand their communications style, language choices and engagement techniques. Coaching is often seen as a 1-1 arrangement, but every organization is made up of individuals and the best way to change an organization is to change the individual's relationship with that organization.

I am fascinated to see how other disciplines and areas of practice influence the future of change delivery in the coming years. I'm intrigued by the potential for ergonomics and physiotherapy are going to influence the how we approach changing workspaces, particularly given the impact of Covid-19. I am excited to see the evolution of Agile and agile within change, the links to process improvement practices and continued connect to the learning and development space. Neuroscience and psychology have long played a part in explaining change responses, but now we seem them being flipped to work on supporting others through the change. There are more than just these area that can connect to change management, but these are just the few that come to front of mind.

Where will you find your next tools?