

## Certified Local Change Agent

**2 Days**

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### Teaches the wider impacts of organizational change and how to help people adapt and embrace changes to work practices or the operating environment

A Certified Local Change Agent will typically continue with their business as usual activities while contributing to organizational change initiatives. Change Agents assist organizations in aligning workforce activities with the implemented change. They perform a consultancy role, helping their organization move toward a desired operating model, to fix problems or create new opportunities.

The APMG-International Certified Local Change Agent certification is for individuals whose work area is facing significant change and who, in addition to their normal work, will be asked to support their work colleagues and their managers in implementing change.

### LEARNING OBJECTIVES

- Develop the knowledge, tools and understanding necessary to help colleagues, managers and teams embrace and implement change successfully
- Gain globally recognized certification that attesting to your knowledge and understanding of personal and team change to contribute constructively as an informed team member facing significant change

### DESCRIPTION

In this course, you will learn effective approaches to help people engage with organizational change including:

- Involving colleagues in local activities and overcoming resistance to change
- Use of clear, concise communication and the vital skills of active listening, influencing and force-field analysis.
- How to align changes in your department or vicinity with wider organizational changes.
- How to develop succinct local change plans which consider:
  - What will specifically change in their work area and;
  - How those changes can be best introduced.
- Creating solid bridges and purposeful relationships between your work area and line managers and change professionals.

**At the end of this certification course, you will be able to:**

- Effectively provide personal support for colleagues going through organizational change.
- Support idea-generating activities such as the use of simple process-mapping techniques.
- Help develop local change plans which identify what will specifically change in their work area and how best to introduce those changes.
- Mitigate resistance to organizational change.
- Engage colleagues using simple facilitated sessions to promote effective change implementation in the given work area.
- Develop personal and interpersonal skills to support role as a local change agent.

**WHO SHOULD ATTEND**

- Supervisors and team leaders
- Managers and non-managerial staff
- Anyone wishing to understand how to adapt to organizational change

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**HOW TO REGISTER**

- CALL** 1.833.282.6852
- EMAIL** [training@algonquincollege.com](mailto:training@algonquincollege.com)
- ONLINE** [algonquincollege.com/corporate](http://algonquincollege.com/corporate)