

# Certified Knowledge Specialist in Change Management

## OVERVIEW AND AGENDA

Includes “KM Foundation” Online Program + “Master Class” in Change Management

### INTRODUCTION

The most comprehensive online change management course available today, this course teaches the skills, tips, techniques, and tools you need to be successful in your change management effort. It doesn't matter what change methodology that your organization uses, this course teaches you the skills you need to execute it well. With 7 lessons, 28 exercises, 84 activities, and nearly 12 hours of video content, you'll walk out feeling confident no matter what change initiatives you embark on.

### WHO SHOULD ATTEND?

This course is for organizations of any size facing small- or large-scale changes. Most change managers don't receive formal training on how to do change – much less get it to be successful. Whether you've been asked to take on change as part of your other responsibilities or you're a certified change professional, you'll get the tools you need to be successful with change and make it stick.



### LEARNING OBJECTIVES

This course will walk you start to finish through the change process, from initiating the change to getting the change to stick once it's implemented in your organization.

Throughout this course, you'll learn:

- How to set a clear path from your organization's current state to its future after the change
- The role of tools like visualizations and personas to support your change
- How to create communication strategies and communications that are effective
- How to address conflict, create buy-in, and motivate everyone to move forward
- How to manage stakeholder expectations and the project

## HOW TO COMPLETE YOUR CKS CERTIFICATION



❖ **STEP 1: Sign up for the Master Course in Change Management**

Visit the Change Management webpage at [kminstitute.org](http://kminstitute.org).

❖ **STEP 2: Start the “KM Foundation” Online Program; Take Exam**

Approximately 10 hours of self-paced study for review.

❖ **STEP 3: Start the Change Management Course (11 hours)**

The master course includes expert instructor lecture, exercises, tools, and more.

❖ **STEP 4: Exam / Certification**

The CKS exam is the final step in obtaining your CKS credential. It tests your ability to apply best practices using your understanding of the concepts presented and discussed. The exam is timed, one-hour. If you don't pass the first time, you will be able to retake the exam until a passing score of 70% is achieved. There is no extra fee for the exam; it is included in the cost of your certification course.



**Upon successful completion of the CKS exam, requiring a final grade of 70% or above, you will:**

- ❖ Be awarded the CKS designation
- ❖ Receive a CKS certificate commemorating your accomplishment
- ❖ Be eligible to participate as a member of the CKS/CKM Alumni Community
- ❖ Enjoy continuous learning at the KMI “Knowledge Hub” (within our LMS)



## CHANGE MANAGEMENT MASTER COURSE OVERVIEW

### Lesson 1: Defining the Change

In this lesson, you will learn the basic process for accomplishing change, from understanding the current state to envisioning the future state and creating the path between them.

- Changing Attitudes
- Metrics and Indicators

### Lesson 2: Project and Program Management

In this lesson, you will develop an understanding and appreciation for the project and program management skills that keep change management projects moving forward.

- Size and Iterations
- Requirements Gathering
- Personas and Other Tools
- Visuals
- Project Controls

### Lesson 3: Motivating Adoption

In this key lesson, you will learn how people are motivated in ways that are obvious and ways that are counter intuitive.

- Differences
- Motivation
- Barriers
- Trust
- Change
- Purpose
- Learning
- Governance
- Wicked Problems

### Lesson 4: Communication Strategy

In this lesson, you will learn the key components to creating a communication strategy.

- Fundamentals
- Plan
- Channels
- Clarity-Key Messaging
- Advanced

### Lesson 5: Communication Skills

In this lesson, you will develop key communications skills that allow you to motivate and engage the organization.

- The Basics
- Story
- Skills

### Lesson 6: Stakeholder Management

In this lesson, you will learn how to identify and manage your stakeholders.

- Building the Team
- Building Community
- Conflict
- Buy-in
- Transparency

### Lesson 7: Organizational Change and Digital Transformation

In this lesson, you will connect the components of the course by learning how the pieces fit together into a comprehensive change.

- Culture
- Systems Thinking
- Safety
- Dialogue
- Lifecycle

## PROGRAM FEES

The tuition rate per student is US\$2,295 (Standard) / US\$1,995 (Gov/Mil/Non-Profit). Group discounts are available for two or more individuals from the same organization. Tuition rates may vary depending upon location, as well.

## ARE YOU A PAST GRAD (CKP/CKS/CKM)?

You may bypass the “KM Foundation” portion of the CKS and take just the Master Course (for Change Management). Contact KMI for your special pricing and details...

## CONTACT US



Email us at: [training@kminstitute.org](mailto:training@kminstitute.org)

Call us (in the US): 703-327-7096.

We are standing by to help!