



Agile Change Coach Learning Outcomes

Summary

Change only happens if we make a conscious decision to stop doing what we currently do and adopt new behaviours, new priorities, and new values. This course is packed full of “neuro-hacks” that help us lead ourselves and others through the transition from old to new ways of working.

The course uses content from the 2nd edition of the successful book “Agile Change Management – A Practical Framework for Successful Change Planning and Implementation”. At all times, the emphasis of the course is helping people to change their ways of working, by overcoming psychological and emotional barriers to change.

Each of the techniques comes from research in neuroscience and positive psychology, tried and tested in many different change situations and explained in easy to understand language. Attending this course gives you an opportunity to understand and practice these techniques, debate how they apply to different types of change and plan how to apply them to your change situations.

Structure

This course begins by explaining tangible and behavioural change, and how an agile approach for change works in practice. Within this context, we work through techniques for creating and sustaining behavioural change, based on the latest thinking in neuroscience and positive psychology.

These techniques are grouped into a simple, intuitive behavioural change lifecycle that generates the motivation for ourselves and others to adopt new habits and routines.

1. Interest - help people move from initial awareness that a change is going to take place, through to feeling it is something they need to take notice of, because it is relevant to their role.
2. Positivity - create a positive view of the change that recognises the advantages of the change personally, and for the organisation.
3. Participation - build upon this positivity by offering those impacted opportunities to define, plan, create and test the new ways of working.
4. Resilience - help people keep going when they are feeling overwhelmed, developing their emotional resilience for change.
5. Enjoyment - reinforce the benefits of the change by identifying what has improved, what is now possible that was not before, and what problems have been eradicated by the new ways of working.

Agile Change Concepts - Learning Outcomes

By completing this module, you will be able to:

- Compare an agile approach to a traditional/waterfall approach.
- Understand the differences between tangible and behavioural change and how this is achieved using an agile change approach.
- Define and explain to others the business value and personal benefits of effective change management.
- Describe the 5 agile concepts and their implications for adopting behavioural change.



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Understanding Behavioural Change - Learning Outcomes

By completing this module, you will be able to

- Understand the 5 steps in the behavioural change lifecycle and describe the purpose, value and measures of success of each step.
- Appreciate the impact of multiple changes on the application of the steps in this lifecycle.
- Distinguish between the two coping mechanisms that underpin the behavioural change lifecycle and how following this lifecycle creates a cumulative effect and increased momentum for change.
- Identify those impacted by change and their different perspectives of the change and how this impacts the support needed from the behavioural change techniques.
- Explain the benefits of the roadmap as an agile planning technique and its relationship with the behavioural change lifecycle.
- Understand the relationship between the Change Management Strategy and the Change Management Plan and how behavioural change is planned and managed.

Interest - Learning Outcomes

By completing this module you will be able to

- Understand and apply techniques that get the attention of those impacted by the change.
- Establish the awareness of your change, alongside the many other change initiatives that are competing for their attention.
- Reassure those impacted that it is a manageable change, reducing their fear and anxiety.

Positivity - Learning Outcomes

By completing this module, you will be able to

- Building on the awareness created in the first step of the behavioural change lifecycle to create optimism and enthusiasm for the change.
- Remove the barriers to potential excitement for the change by creating ownership and social validation.
- Establish why the change offers solutions and improvements on what happens today.
- Ensure the most relevant benefits are communicated, increasing the perception that the change is helpful and valuable.

Participation – Learning Outcomes

By completing this module, you will be able to

- Apply techniques that remove uncertainty in how to get involved in the change.
- Help those impacted by the change identify the work involved and identify how to overcome the fear that they do not have enough time to participate.
- Maintain the energy for continued involvement by acknowledging and celebrating progress.

Resilience – Learning Outcomes

By completing this module, you will be able to

- Understand the concept of emotional resilience and its value in achieving behavioural change.
- Create the perseverance to keep going despite difficulties and setbacks by reframing the problems, and demonstrating that progress has been made, and can continue to be achieved.
- Support this strength of will by establishing self-care, because it is easy to persist with difficult tasks if we are emotionally and physically healthy.



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Enjoyment – Learning Outcomes

By completing this module, you will be able to

- Apply techniques that normalize the change so that it moves from being new and different to being the accepted norm.
- Clarify what has been achieved and create a new baseline from which further innovation and change can be identified.
- Effectively share the benefits of achieving the change and from taking part in the change.

Certification

Globally recognised qualification from APMG-International, an ISO accredited examining body specialising in qualifications for business professionals. The Agile Change Coach examination is taken online

- 50 simple, multiple-choice questions
- 40 minutes
- Closed book
- Pass mark: 25 marks out of 50

This Course will Benefit

This course is suitable for everyone who is involved in creating new ways of working, whatever your previous experience. There is no assumption that you have prior knowledge of agile methods or change management techniques.

People who attend range from recent graduates just starting their business careers to experienced transformation directors. The course is applicable for:

- Those working in “business as usual” roles who have been asked to take part in a change initiative that affects their team.
- Project, programme and portfolio management roles attend because they want to understand how to integrate their work with other changes being made in the business.
- Business analysts and communication experts attend because they want to know how to contribute their skills to making change happen.
- Senior managers who are asked to sponsor change initiative attend so they can understand how to create an effective environment that supports the adoption of new ways of working

Follow on courses

- Agile Change Agent
- Change Management Foundation and Practitioner