



Establishing a shared understanding of what change management is and how it contributes to project success can help align project team members and ultimately drive project success. This eLearning module introduces the foundational tenets of change management, which is a discipline for managing the people side of change. Participants will learn about the importance of change management as they apply these tenets to a real project.

WHO IS THIS eLEARNING MODULE FOR?

This module is designed for employees, leaders, project managers, project team members, and anyone who needs to understand the “why” and “what” of change management. Because this module presents the five foundational tenets of change management, practitioners can use this model to introduce change management to anyone—regardless of their prior change management knowledge—and drive clarity and alignment.

OUTCOMES AND LEARNING OBJECTIVES

During this module, participants will:

- Articulate the internally and externally driven reasons for a specific change
- Identify which groups will be impacted by a specific change and how
- Understand how change management contributes to overall benefit realization and why it is important to their organization
- Evaluate their project’s current health in the categories of change management, project management, and leadership/sponsorship

AGENDA

The following sections are covered in this module:

- Introduction and learning objectives
- Tenet 1: We change for a reason
- Tenet 2: Organizational change requires individual change
- Tenet 3: Organizational outcomes are the collective result of individual change
- Tenet 4: Change management is an enabling framework for managing the people side of change
- Tenet 5: We apply change management to realize the benefits and desired outcomes of change
- Conclusion and next steps

EXPERIENTIAL LEARNING

Participants will select a specific project they are currently involved in and reflect on this change throughout the module. After each section, participants will apply what they have learned to their project. They will also assess the health of their project using the Prosci PCT™ Assessment. At the end of the module, participants will receive a downloadable report of their responses, including their PCT Assessment results, to reference after completing the module.



Creating a common language for change is one of the most powerful attributes of a change capable organization. The Introduction to ADKAR eLearning module empowers employees to understand their own change process and achieve better outcomes using the Prosci[®] ADKAR[®] Model. Participants apply the ADKAR model to a change they face, resulting in actionable insights and a common language for change.

WHO IS THIS eLEARNING MODULE FOR?

This module is for anyone being impacted by change. It provides a framework for individual change that is focused on identifying the root cause of change obstacles and accelerating the change process.

Through this interactive virtual learning experience, participants will gain an understanding of change as a process and will walk away with a new lens for viewing change: ADKAR. Learners will be able to use this new perspective to influence change in themselves and others. As a result, they can feel confident implementing this change process in their personal and professional lives rather than feeling anxious in the face of change.

ADKAR is an acronym that represents the five outcomes an individual must achieve for change to be successful: awareness, desire, knowledge, ability, and reinforcement.

OUTCOMES AND LEARNING OBJECTIVES

During this forty-five minute eLearning module, learners will:

- Understand why some changes are easy to commit to and yield the results they want, while others are not as easy or successful
- Learn a new way to look at change that helps them take action and be more successful when facing the uncertainty of change
- Pinpoint where they are in a change process, understand why they may be stuck, and identify actionable steps to move forward
- Apply this new, structured way of viewing change to help them be more effective in their life and work
- Learn a new language for change that can be used to discuss ongoing changes with their colleagues

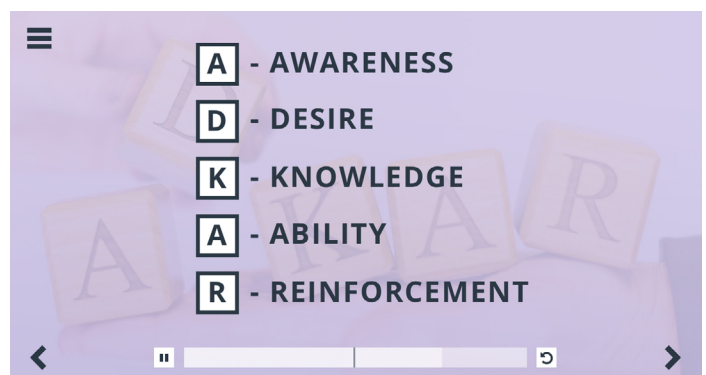
MODULE AGENDA

The following sections are covered in this module:

- Change is Individual
- The Prosci ADKAR Model:
 - Awareness
 - Desire
 - Knowledge
 - Ability
 - Reinforcement
- Understanding the Barrier Point to Change
- Applying ADKAR with Others

EXPERIENTIAL LEARNING

Participants will build a foundational understanding of ADKAR by applying the model throughout the module to a change they are currently experiencing. Learners will be guided to identify their own barrier point and ways to overcome their challenges in change. The module concludes with a downloadable output of the learner's ADKAR profile which can be immediately acted upon.





Managers play a key role in driving organizational change by being effective change leaders. The Introduction to Leading Change eLearning module gives managers a framework to use when adapting to change themselves and introduces the five research-based roles they need to fulfill to successfully lead change with their employees.

WHO IS THIS eLEARNING MODULE FOR?

This module is designed for any manager who leads other people. Through this virtual learning module, participants will understand that they are a critical enabler of organizational change and the importance of preparing themselves for change before leading change. Participants will reflect on the changes happening within their organization and will learn how to view these changes through the lens of the **Prosci ADKAR[®] Model**. Participants will then learn the five research-based roles of a manager during change and how fulfilling these roles will help their employees progress through the **ADKAR Model**. Throughout the module, participants will follow the example story of Anne, a Client Services Manager at Finesta Financial, to see these five roles in action before reflecting on their own change.

The five roles participants will learn about are: Communicator, Liaison, Advocate, Resistance Manager, and Coach.

OUTCOMES AND LEARNING OBJECTIVES

During this forty-five minute virtual module, participants will:

- Understand that they have a significant impact on the success of change in their organization
- Learn how to overcome their own barriers to change and how to help their employees overcome their barriers
- Develop techniques they can use to fulfill the five specific roles of an effective change leader
- Prepare to have a change conversation with an employee
- Reflect on how to prepare themselves to adapt to and lead a current change

MODULE AGENDA

The following sections are covered in this module:

- Introduction and the Importance of Managers
- Preparing Yourself for Change
 - Understanding Changes Underway
 - Adapting to Change That Is Happening to You
- Leading your Team Through Change
 - Communicator
 - Liaison
 - Advocate
 - Resistance Manager
 - Coach
- Your Role and the **ADKAR Model**

EXPERIENTIAL LEARNING

Participants will select a specific change happening in their workplace and reflect on this change throughout the module. Participants will use their own **ADKAR** profile to plan how to prepare themselves for their selected change. They will then prepare to fulfill the five roles of a manager during this change by reflecting on questions related to each role.

The module concludes with a downloadable output of the participant's responses that they can reference as they begin leading change with their team.



Frontline employees experience change in their own individual ways, and how they transition through change depends on their sense of ownership for the change. The Thriving Through Change eLearning module will help people prepare themselves for change, providing action steps that can be followed to move through change successfully.

WHO IS THIS eLEARNING MODULE FOR?

This module is designed for any front-line employee facing change in an organization. Through this virtual learning module, participants will learn that they have the power to be proactive in their change experience. Participants will reflect on the changes happening in their organizations. They will explore their emotional reactions to change and plan for how to manage their feelings. Using the **Prosci ADKAR[®] Model**, participants will evaluate a current change and learn specific actions they can take to increase their acceptance of a change. Participants will also hear about David and Jorge, two example characters who approach a change in very different ways, to guide their own actions.

OUTCOMES AND LEARNING OBJECTIVES

During this module, participants will:

- Understand that change is a process, and organizational change depends on each person making a transition
- Identify the normal emotional reactions to change and how they influence a person's experience with change
- Pinpoint where they are in a current change process and understand what could hold them back from being successful
- Plan actionable steps to engage in a current change and begin to take control of their experience

MODULE AGENDA

The following sections are covered in this module:

- Introduction and learning objectives
- Change is a process and understanding how you move through change
- Current state: where you are now
- Transition state
 - Using ADKAR to identify change challenges
 - Desire
- Future State: what you do determines where you go
- Conclusion and next steps

EXPERIENTIAL LEARNING

Participants will select a specific change happening in their workplace and reflect on this change throughout the module. Participants will use their own emotional reflection and ADKAR profile to plan how to prepare themselves for their selected change. They will then learn specific tactics to help raise their ADKAR levels to be successful with change.

The module concludes with a downloadable output of the participant's responses that they can reference throughout their current change and any future changes.