

Enhance Your Skills: Change Practitioner Journey Model

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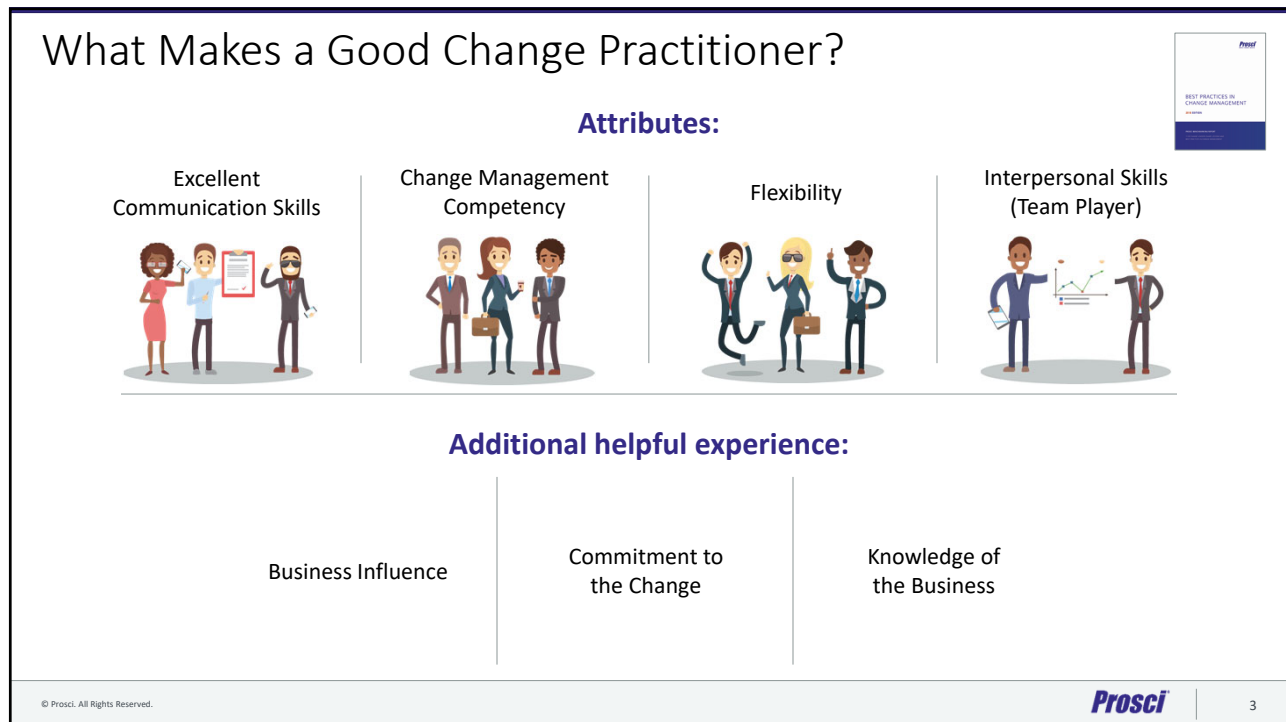
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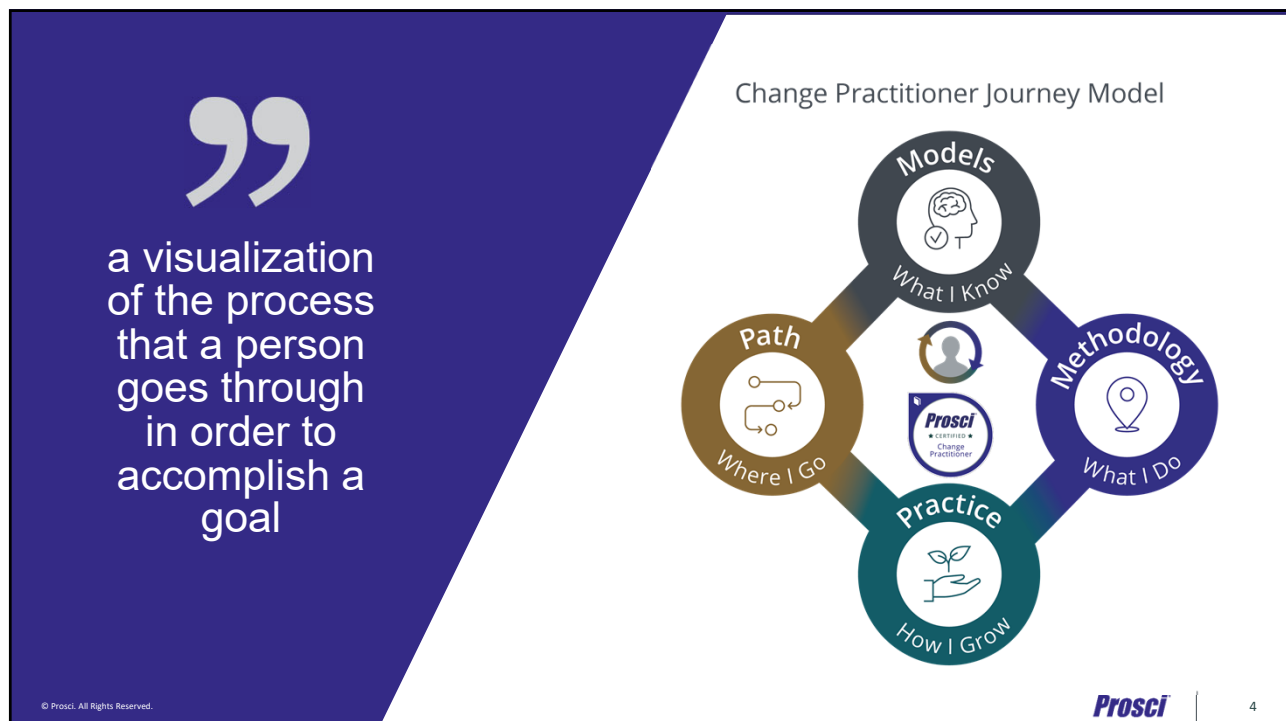
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A Quick Chat

Reflecting on shared mindset and foundational beliefs

Change Practitioner Background




Lisa Kempton



Karen Ball

We worked with teams that had very different backgrounds and experience. What shared mindsets or foundational beliefs did they have?

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Each Practitioner Journey is a Little Different, But There are Five Common Paths

1



Ashia

"I want to set myself apart and gain change management knowledge and skills."

2



Sam

"Most of the time I work on projects, and I want to integrate change management into our plans."

3



Sean

"I would like to facilitate Prosci change management programs internally at my organization."

4



Laney

"I want to help build and lead change management as a competency in my organization."

5



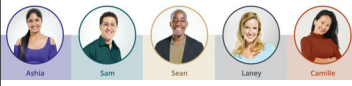
Camille

"I want to lead people on my team and throughout the organization through their change journeys."

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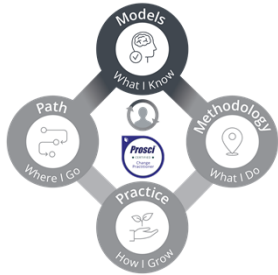
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Models

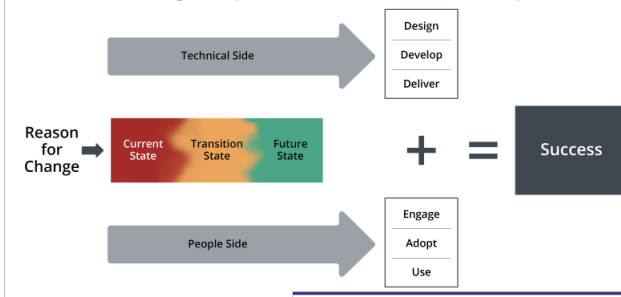
What I Know

Change Practitioner Journey Model



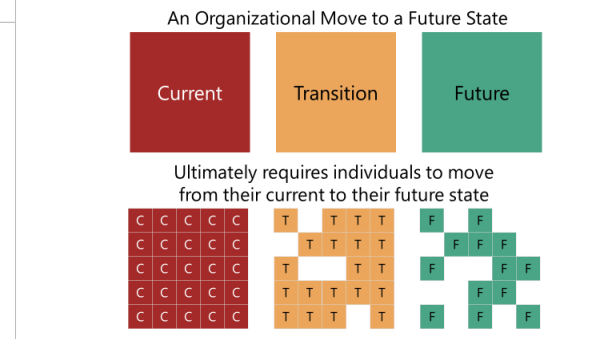
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Successful Change Requires Both Technical and People Sides



Understand the context for change, the process of change, and why CM

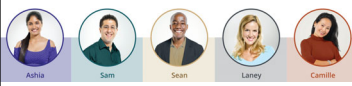
An Organizational Move to a Future State



Ultimately requires individuals to move from their current to their future state

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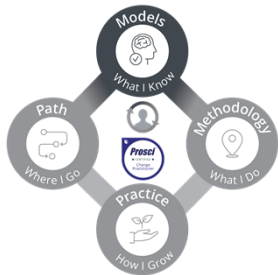
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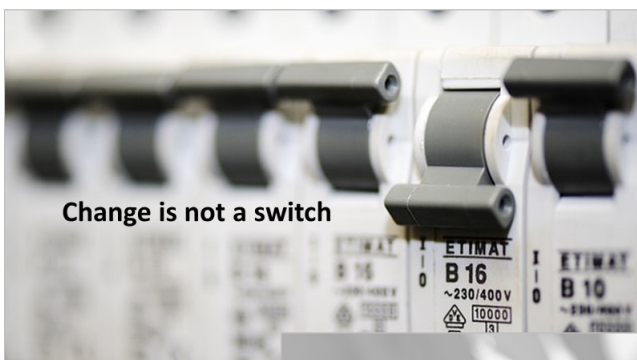
Models

What I Know

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Change is not a switch

Unlock change success through the individual building blocks in ADKAR

The Five Building Blocks for Successful Change

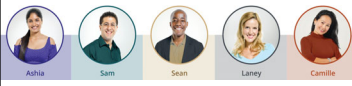


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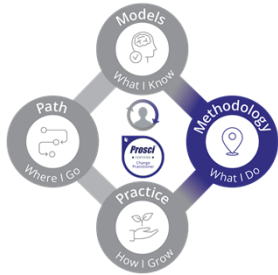
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Methodology

What I Do

Change Practitioner Journey Model



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Change Practitioners Facilitate the CM Process

Input

A change to how the organization operates and does work

- ERP System
- Strategic Initiative
- New Technology
- New Benefits Program
- Merger or Acquisition
- New Product
- Productivity Improvement
- Process Change

Phase 1 - Preparing for Change

- Define your change management strategy
- Prepare your change management team
- Develop your sponsorship model

Phase 2 - Managing Change

- Develop change management plans
- Take action and implement plans

Phase 3 - Reinforcing Change


- Collect and analyze feedback
- Diagnose gaps and manage resistance
- Implement corrective actions and celebrate successes

Output

Individuals making changes to how they do work – from their own current state to their own future state

- Benefits to the organization realized


Structured process that recognizes how individuals make changes so the organization realizes benefits



10 Aspects of Change Impact

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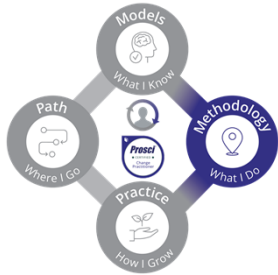
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Methodology

What I Do

Change Practitioner Journey Model



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Change Practitioners Follow an Inquiry-Based Approach to Managing Change

- ☐ Why are we changing?
- ☐ What is changing?
- ☐ How ready for the change is the organization?
- ☐ How big is the change?
- ☐ Who has to do something differently because of the change?
- ☐ How are those who have to do something differently impacted?
- ☐ Do the people know how to change?
- ☐ Can they effectively make the change?
- ☐ What information and resources do they need to change?

Learn how to think about change and connect activities to outcomes

Change Practitioners Connect Project Activities to Individual Change

Individual:				
Awareness	Desire	Knowledge	Ability	Reinforcement
Organizational:				
Communications Plan				
Sponsor Roadmap				
Coaching Plan				
Training Plan				
Resistance Mgmt				
Time →				

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**Apply models and methodology
to a real-world project**

*Immersive, interactive learning experience
knowledge checks, presentation*

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A Quick Chat
Reflecting on
models and
methodology

Difference That Made a Difference



Lisa Kempton



Karen Ball






What would you say was the 'difference that made a difference' when you were introduced to Prosci models and methodology?

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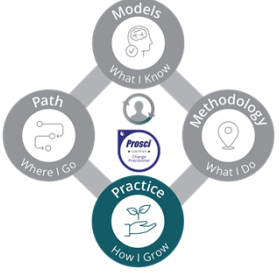
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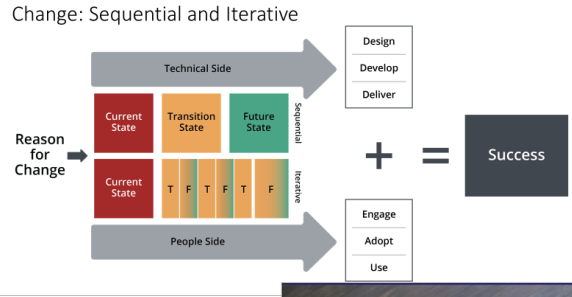
Practice How I Grow

Change Practitioner Journey Model




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Change: Sequential and Iterative








Build Knowledge and Skills to Bridge the "K to A" Gap



CCMP™

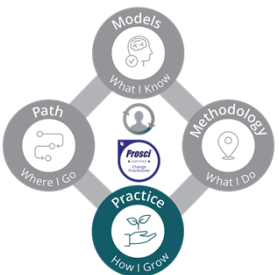
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Practice How I Grow

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Portal

MY RESOURCES

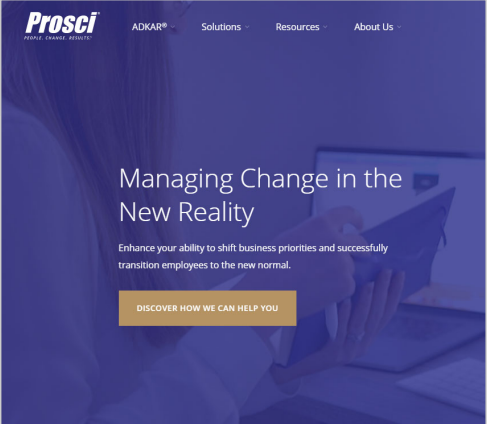
Training Materials

TOOLS, TRAINING MATERIALS

Practitioner eToolkit

GET STARTED

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Resources to Help You Grow and Develop as a Practitioner



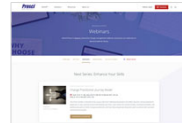
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Research Summaries



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Bridging the “K to A” Gap

A Quick Chat

Reflecting on
growing in
the practice
of change
management



Lisa Kempton



Karen Ball

What did you do in
your work as a
change practitioner
to apply what you
learned and build
'Ability'?

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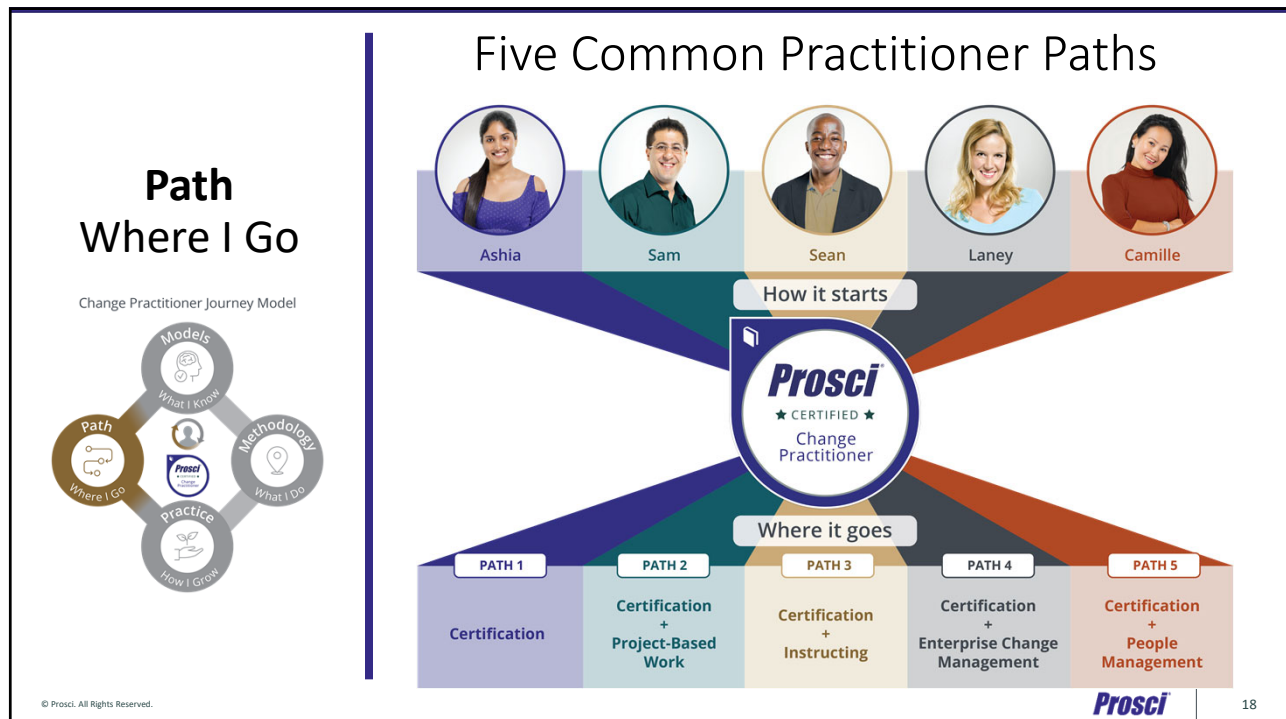
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Each Practitioner Journey is a Little Different,
But There are Five Common Paths



1	2	3	4	5
				
Ashia	Sam	Sean	Laney	Camille
"I want to set myself apart and gain change management knowledge and skills."	"Most of the time I work on projects, and I want to integrate change management into our plans."	"I would like to facilitate Prosci change management programs internally at my organization."	"I want to help build and lead change management as a competency in my organization."	"I want to lead people on my team and throughout the organization through their change journeys."

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verified achievements to unlock opportunities

Retro badging campaign through early 2021

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by Credly

Respected Brands. Resume-worthy Achievements.

Credly's Acclaim platform is the world's largest network of individuals and organizations using verified achievements to unlock opportunities. Join millions of professionals in sharing your achievements online.

Sign in

Email

Password

☐ Remember me [Forgot your password?](#)

Sign in

After getting certified and adding the badge to my LinkedIn profile, two CEOs from local companies got in touch with me to work with them on a project.

Saint-Paul Tinga, Software Architect & Developer

Credly

Not issuing badges yet?
Add value to the achievements, certify. Learn more at Credly.com

Acclaim
by Credly

Dashboard Settings

badges Sort by: Date Earned

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Path
Where I Go

Change Practitioner Journey Model

Five Common Practitioner Paths

Ashia

Sam

Sean

Laney

Camille

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★ CERTIFIED ★
Change Practitioner

- Prosci Credentials
- New skills to elevate your role at your current job or with a client
- Increased opportunity on your career path

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Path Where I Go

Change Practitioner Journey Model

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Five Common Practitioner Paths

Ashia Sam Sean Laney Camille

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Change Practitioner

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★ ACHIEVEMENT ★
Integrating Agile and Change Management

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★ ACHIEVEMENT ★
Advanced Immersion Workshop

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★ ACHIEVEMENT ★
Experienced Practitioner

Advanced
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★ CERTIFIED ★
Advanced Change Practitioner
Certificate

- Prosci Credentials
- More efficient and effective project management
- Improve project results through greater adoption and usage

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Path Where I Go

Change Practitioner Journey Model

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Five Common Practitioner Paths

Ashia Sam Sean Laney Camille

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Change Practitioner

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Train-the-Trainer Level 1

I can teach

Delivering Project Results

Fundamentals of Change Management

Program for Managers

Change Management Employee Orientation

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Train-the-Trainer Level 2

I can teach

Change Management Practitioner Program

Change Management Sponsor Briefing

Advanced
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Advanced Change Practitioner
Certificate

- Prosci Credentials
- Increased organizational change management capabilities
- Reduced training costs

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Path Where I Go

Change Practitioner Journey Model

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Five Common Practitioner Paths

Ashia

Sam

Sean

Laney

Camille

- Prosci Credentials
- You in a change leader role in your organization
- Enterprise change management as a competitive advantage

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Path Where I Go

Change Practitioner Journey Model

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Five Common Practitioner Paths

Ashia

Sam

Sean

Laney

Camille

Options for open enrollment (public) or enterprise (private) programs


- Prosci Credentials
- You as a role model for change leadership
- Reduce barriers to change and demonstrate results

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A Quick Chat

Reflecting on the paths of change practitioners

Your Journey to Grow and Develop



Lisa Kempton



Karen Ball

What shifts or trends are you seeing that change practitioners are reacting to or planning for?

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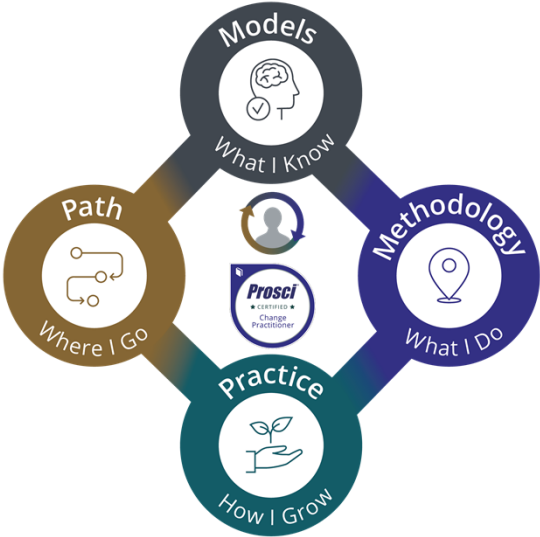
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a visualization of the process that a person goes through in order to accomplish a goal

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Change Practitioner Journey Model



Models
What I Know

Methodology
What I Do

Practice
How I Grow

Path
Where I Go

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Change Practitioner

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September – Premium Webinar

How to Virtualize the Practice of Change Management in a Reimagined Workplace

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Organizations will be hybrid workplaces for the foreseeable future. A significant amount of work may remain off premises, which will ripple across organizations including into the practice of change management.

 **TWO DATES**

Tues., September 15 at 9 p.m. US EDT
Wed., September 16 at 11 a.m. US EDT

Premium Webinars are cost-effective, high-impact ways to grow as a change practitioner.

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