

CERTIFIED CHANGE MANAGEMENT PROFESSIONAL(CCMP)



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TRAINING CENTER



Introduction

Change programmes stand or fall on how well people move from their current way of working to a new one, and that transition requires professional discipline. The Certified Change Management Professional (CCMP) Training Course develops that discipline against the recognised change management body of knowledge. Participants learn to assess change readiness, build structured change plans, and manage resistance with evidence rather than assumption. Furthermore, the course covers the ADKAR model, Kotter's eight-step model, Prosci tools, and the ACMP Standard for Change Management. In addition, it addresses adoption measurement and benefit realisation. As a result, participants return able to lead change competently and credibly.

Certified Change Management Professional (CCMP) Course Objectives

- Apply the ACMP Standard for Change Management to professional practice.
- Use the ADKAR model to guide individual transitions.
- Apply Prosci methodology and Kotter's eight-step model to programmes.
- Conduct change impact, readiness, and resistance risk assessments.
- Build communication, sponsorship, and coaching plans.
- Manage resistance in practice through listening and structured response.
- Integrate change management with project and programme delivery.
- Design training and capability plans that build new behaviours.
- Measure adoption and proficiency using change metrics.
- Link change outcomes to benefit realisation and reporting.

Course Methodology

- Instructor-led sessions combining the CCMP body of knowledge with practice.

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- Structured change assessments on live or sample initiatives.
- Case studies of transformation programmes across several sectors.
- Practical exercises in communication, sponsor, and resistance planning.
- Group workshops building full change plans and ADKAR scorecards.
- Continuous knowledge checks and a final assessed change professional project.

Who Should Take This Course

- Change managers and change management practitioners.
- Programme and project managers leading transformation.
- HR and organisational development professionals.
- Digital, operations, and continuous improvement leaders.
- Business sponsors accountable for change outcomes.
- Consultants supporting change and transformation programmes.

Certified Change Management Professional (CCMP) Course Outlines

Day 1: The Change Management Profession

- The ACMP Standard for Change Management and its structure.
- Change management versus project management.
- The ADKAR model and its role in individual transition.
- Prosci methodology and research foundations.
- Roles: change practitioner, sponsor, and line manager.
- Ethical practice and professional standards in change work.
- Workshop: mapping a current initiative to ADKAR and the ACMP Standard.





Day 2: Change Assessment and Planning

- Conducting a change impact assessment.
- Assessing readiness, capacity, and resistance risk.
- Prosci risk assessment grid and scoring approach.
- Building the change management plan structure.
- Scoping effort, resources, and timelines.
- Governance and reporting for change workstreams.
- Workshop: completing an impact and readiness assessment.

Day 3: Communication, Sponsorship, and Coaching

- Communication planning: audiences, senders, messages, timing.
- Sponsor roadmap and visible sponsorship practice.
- Coaching plans for managers of affected teams.
- Training needs analysis and capability building.
- Stakeholder mapping and engagement approaches.
- Resistance management planning with named owners.
- Workshop: producing a communication and sponsor plan.

Day 4: Execution, Resistance, and Reinforcement

- Executing change plans alongside delivery milestones.
- Kotter's eight-step model applied to transformation.
- Managing resistance practically: listen, respond, adjust.
- Working with line managers as change agents.
- Reinforcement mechanisms to sustain new behaviour.

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- Rewards, recognition, and reinforcement roles.
- Workshop: running a resistance management session.

Day 5: Measurement, Benefit Realisation, and Professional Development

- Measuring adoption and proficiency with ADKAR metrics.
- Change dashboards and executive reporting.
- Linking adoption data to benefit realisation.
- Embedding change capability in the organisation.
- Lessons learned and continuous improvement in change practice.
- Building a personal change management development plan.
- Workshop: presenting a change scorecard and sustainment plan.

Conclusion

By successfully completing the Certified Change Management Professional (CCMP) Training Course, participants will have acquired the knowledge to apply the ACMP Standard and ADKAR model, assess change readiness, build communication and sponsorship plans, manage resistance in practice, and measure adoption against benefit realisation. They will also gain the ability to integrate change work with project delivery and sustain new behaviour after go-live. Furthermore, the course prepares practitioners to lead transformation with professional credibility. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready change practice.

FAQs





Q1 What is the "Certified Change Management Professional (CCMP)" course about?

It is a professional programme on managing organisational change to recognised standards. It covers the ACMP Standard for Change Management, the ADKAR model, Prosci methodology, Kotter's eight-step model, impact and readiness assessment, communication and sponsor planning, resistance management, reinforcement, and adoption measurement.

Q2 What are the key benefits of the "Certified Change Management Professional (CCMP)" course?

Participants gain a professionally grounded method that raises adoption and reduces failed change. The course improves sponsor engagement and communication quality, links adoption evidence to benefit realisation, lowers the cost of abandoned initiatives, and builds internal capability so organisations rely less on external support.

Q3 What skills will I gain from the "Certified Change Management Professional (CCMP)" course?

Change impact and readiness assessment; communication, sponsorship and coaching plan design; resistance management and reinforcement planning; and adoption measurement, benefit realisation analysis and professional change reporting.



Q4 What tools, methods, or standards are covered in the "Certified Change Management Professional (CCMP)" course?

The course covers the ACMP Standard for Change Management, the ADKAR model, Prosci methodology and its three-phase process, the Prosci risk assessment grid, Kotter's eight-step change model, change impact assessments, readiness assessments, communication planning templates, sponsor roadmaps, coaching plans, training needs analysis, resistance management frameworks, reinforcement mechanisms, and ADKAR adoption and proficiency metrics.

Q5 How is the "Certified Change Management Professional (CCMP)" course applied in real-world practice?

Graduates apply it by assessing readiness before launch, building communication and sponsor plans with clear messages and timing, and supporting managers as change agents. They also manage resistance through structured listening and adjustment, reinforce new behaviour after go-live, and report adoption metrics alongside benefit realisation to sponsors and executives.