



HCMBOK® TRAINING AND CERTIFICATION PROGRAM

*Qualified Education Provider™ (QEP™)
of the Association of Change Management
Professionals® (ACMP®)*



www.hucmi.com



LEARNING OBJECTIVES:

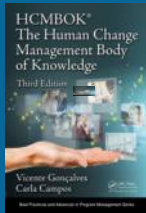
The unique approach of HCMBOK® training will lead you to develop knowledge and skills in human change management, in order to reduce antagonism, boost engagement, and support any project to reach its strategic goals.

At the end of the training you will be able to apply the HCMBOK® and have:

- *A solid understanding of the good practices and strategies to manage the human factor in a change process.*
- *The ability to comprehend and differentiate human behaviors in the face of a change situation and manage the engagement and antagonism of the stakeholders.*
- *Knowledge to develop the Change Management Strategic Plan.*

WHO SHOULD ATTEND:

- ✓ *Project Managers*
- ✓ *Change Managers*
- ✓ *IT Professionals*
- ✓ *HR Professionals*
- ✓ *PMOs Members*
- ✓ *Change Leaders*
- ✓ *Continuous Improvement Professionals*
- ✓ *Department Heads*



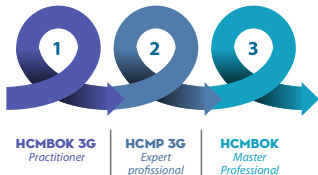
The HCMBOK® is a guide comprising of methodology, a set of practices and tools that can be linked to the typical phases of any project management methodology.

Conceived with a crowdsourcing concept, it is an open guide developed through collaborative construction by countless people from many different countries and cultures, the HCMBOK is an evergreen book in continuous evolution.

CERTIFICATION AND CREDITS

- ✓ *Take the on-line assessments to earn the credentials:*
 - *HCMBOK® 3G Practitioner*
 - *HCMP® 3G Expert Professional*
- ✓ *24 PDUs to PMI®*
- ✓ *24 Hours to ACMP® - Certified Change Management Professional™ (CCMP™) Program*

The various levels of Certification are obtained after in-class training, live online training or recorded online classes, through HCMBOK® self-study, followed by passing a certification assessment, which consolidates the knowledge in HCMBOK®.



COURSEWARE:

Participants will receive access to restricted areas of the site with tools, articles, the latest edition of HCMBOK® in English and access to the certification assessment. They will also have their names and titles published in the list of trained or certified professionals upon successful completion of the online exam.

APPLICATIONS:

The training schedule and application process is available on the website www.hucmi.com.



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PROGRAM AGENDA

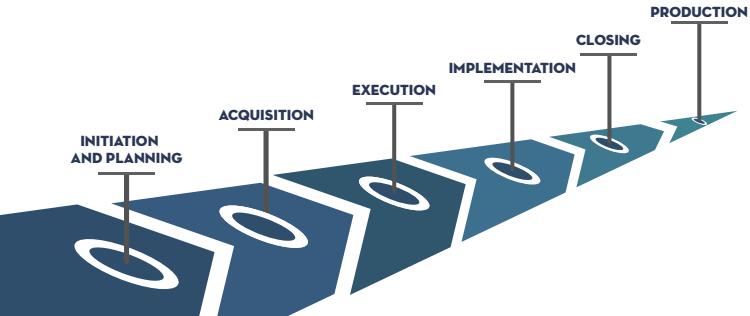
The program agenda is divided in two modules. For each module there is an assessment which serves to consolidate the learning process.

- In Module I we will explore the core macroactivities of change management related to the typical phases of any kind of change project.*
- In Module II we will navigate the recurring macroactivities. This set of activities will be part of the project, from the planning to the production phase.*

MODULE I

HCMBOK® 3G PRACTITIONER

HCMBOK®
A GUIDE TO ADDRESSING HUMAN FACTORS
IN PROJECT MANAGEMENT



MODULE I - HCMBOK® 3G PRACTITIONER

INTRODUCTION

- *A New Era in the Management of the Human Factor in Projects.*
- *Is Change So Difficult?*
- *Effects of Change on the Workforce.*
- *What Has Changed in the Change Processes?*
- *Seamless Integration Between Change and Project Management.*
- *Change Strategies.*
- *Imposed Changes.*
- *Participatory Changes.*
- *The Players Involved in a Change.*
- *Models of Performance of Change Managers.*
- *Change Management Objective.*
- *Importance of the Strategic Approach to Change Management.*
- *Project Management or Organizational Transformation?*
- *HCMBOK® Structure.*



TYPICAL PHASES OF THE CHANGE PROJECTS AND THE MACROACTIVITIES OF THE HCMBOK®

PROJECT INITIATION AND PLANNING

- Define and Prepare the Sponsor of the Project
- Hold a Working Session to Align and Mobilize Leaders
- Define the Project's Purpose and Identity
- Mapping and Classifying Stakeholders
- Assess Characteristics of the Organizational Culture and Its Effects on the Change Efforts
- Define the Roles and Responsibilities of the Project Team
- Prepare the RACI (Responsible, Accountable, Consulted, and Informed) Matrix
- Define the Project Organization Chart
- Adjust the Physical Environment to the Project Needs
- Plan the Team's Assignment and Development
- Team's Assignment and Post-Project Assignment
- Define and Implement Preliminary Training
- Assess the Predisposition to Changes and Their Impacts
- Maturity to Deal with Loss
- The Team's Level of Confidence
- Identify Alternatives for Knowledge Management
- Establish the Change Management Action Plan
- Plan the Project Kick-Off
- Develop the Change Management Strategic Plan

ACQUISITION

- Plan the Human Aspects of the Acquisition Process
- Assess Risks of Cultural Clashes between Vendors and the Team
- Define the Team's Additional Technical Training Needs
- Map Vendors' Leadership Styles
- Validate Roles and Responsibilities (RACI Matrix) with Vendors
- Plan Vendors' Integration into the Organizational Culture

EXECUTION

- Carry Out the Project Kick-Off Event
- Assess Organizational Impacts
- Plan and Execute Learning and Acquired Knowledge Management
- Feed the Project's Risk Map
- Confirm the Stakeholders' Futures in the Post-Project Phase
- Plan a Gradual Demobilization of the Project Team
- Define Roles and Responsibilities for the Production Phase
- Define Indicators to Evaluate Readiness for the Change



IMPLEMENTATION

- *Assess Stakeholders' Readiness and Confidence to Implement the Project*
- *Ensure All Leaders' Commitment to the Implementation*
- *Hold the Implementation Decision Meeting*
- *Communicate the Result of the Implementation Decision Meeting*

CLOSING

- *Execute Gradual Demobilization of the Project Team*
- *Recognize Team and Individual Performances*
- *Review and Document Lessons Learned*
- *Ensure Preparation of Users to Train New Collaborators*
- *Ensure Preparation of the Maintenance and Support Team in the Post-Project Phase*
- *Ensure Adequate Reassignment of Project Members*
- *Celebrate Wins and Goals Achieved*

PRODUCTION (POST-IMPLEMENTATION)

- *Ensure Change Sustainability*

MODULE II

HCMP® 3G

EXPERT

PROFESSIONAL

Manage Stakeholder Engagement

Encourage Creativity and Innovation

*Manage the Environment—Conflicts,
Motivation, Stress, and Behaviors*

Encourage Participatory Processes

*Create Team Spirit and Carry Out
Reinforcement Dynamics*

Plan and Manage Communication

MODULE II - HCMP® 3G EXPERT PROFESSIONAL

- Effects of the Organizational Culture in the Change Management Approach*
- Plan and Manage Communication*
- Concepts of empathic communication – using brain dominance*
- Create Team Spirit and Carry Out Reinforcement Dynamics*
- Encourage Participatory Processes*
- Manage Conflicts*
- Manage Motivation*
- Manage Stress*
- Manage Behaviors*
- Encourage Creativity and Innovation*
- Manage Stakeholder Engagement*
- Manage Stakeholder Resistances and Antagonisms*
- Essential Competencies for Change Leaders*



WHY SHOULD YOU ATTEND THE HCMBOK® TRAINING AND CERTIFICATION PROGRAM?



THE HUCMI®

•The organization of training in Change Management that most grows in the world.

•In less than five years, its Training Center network reached 27 countries of 5 continents, with all courseware in Portuguese, Spanish and English.

•Is a Qualified Education Provider™ (QEP™) of the Association of Change Management Professionals® (ACMP®).

THE HCMBOK®

•The only guide structured in activities that addresses change management in a simple and objective way, easy to be understood and applied by professionals from all areas.

•It applies advanced techniques for stakeholder engagement management, but also to deal with resistance and antagonism.

•Professionals from more than 1.300 organizations have been trained in the HCMBOK® Training and Certification Program.

The HCMBOK® Training and Certification Program is offered in three major modalities:

- *In-class training, (traditional classes)*
- *Live online training, (e-learning)*
- *Recorded online classes (traditional e-learning)*

Register on the HUCMI website to know the latest in Change Management

www.hucmi.com

