



Change Management Specialist (CMS)[®] Course of Study

Introduction

The Change Management Specialist (CMS)[®] Certification, developed exclusively for the Management and Strategy Institute, is designed to give the student a solid understanding of how to implement change in a corporate environment.

The program covers all basic change management principles and gives the student a solid understanding of change management and how it is applied in the work place. The goal of the Management and Strategy Institute is to teach you the key competencies required to function in the role of a manager within a changing corporate environment. As you go through the training material you will learn the competencies listed below.

The CMS exam is a timed, online exam. It has a required passing score of 65%.

Competencies

This course of study covers the following competencies:

Why organizations fail

- Why do organizations fail?
 - Learning Outcome: Understand how businesses go through change and what factors lead to failure.

Is Change Inevitable

- From a certain view, change is neither emergent nor planned. As an organization goes through cycles of growth it needs to respond to the changing environment.
 - Learning Outcome: Understand how to recognize change and if it will occur.

Types of change

- Change evolves slowly and follows a clear path.
 - Learning Outcome: Student will learn the path that companies follow while changing.

Leadership versus Management

- Management is different from leading. To be effective, you must understand this principle.
 - Learning Outcome: Understand the difference between leading and managing.

Two Theories of Change

- There are two archetypes of theories of change.
 - Learning Outcome: Understand the two theories of change.

How Change Affects People

- This session explores various ways in which people respond to change. This helps you understand what people are going through as a result of the change and allows you to plan accordingly to provide support, training, mentoring, coaching and resources.
 - Learning Outcome: Understand how ideas spread and how people react to change.

Why Reaction to Change Matters

- Everyone reacts to change. Some positive, some negative.
 - Learning Outcome: Understand the personal transition curve.

How Organizational Change Works

- Change is a process that needs to be handled carefully. It consists of an organizational restructuring as well as changing attitudes and behaviors.
 - Learning Outcome: Understand How Organizational Change Works

Principles of Effective Change

- Change management must follow a predefined well-thought out strategy.
 - Learning Outcome: Understand the principles of effective change.

The World is Changing... Fast

- We are about to enter the third industrial age.
 - Learning Outcome: Review a brief history of corporate/business change.

Managing Resistance

- This chapter looks at managing the resistance to change.
 - Learning Outcome: Understand why people are afraid of change and use behavioral techniques to overcome their resistance to change

Stakeholder Engagement

- When going through change, it is important to gain the support of key stakeholders.
 - Learning Outcome: Understand the importance of Stakeholder engagement.

How to Manage Change

- Learn the skills needed to manage change.
 - Learning Outcome: Identify skill gaps and required infrastructural changes through a structured approach.

Skill Management

- Change the organizational culture.
 - Learning Outcome: Use a skill matrix to identify areas that need improvement.

Mentoring, Coaching & Motivating

- A critical factor in making a change program succeed is to make sure employees are persuaded and cared for so they are totally involved in the process.
 - Learning Outcome: Evaluate people's performance and use coaching and mentoring to motivate them towards change

Management Tools

- In this session, you will be introduced to a series of tools that help to brainstorm ideas on change management.
 - Learning Outcome: Use various tools to identify which areas you need to focus on the most and brainstorm ideas on how to move the change process forward

Learning Resources

Required:

Material included with your purchase is required reading.

- Free online training material provided by MSI. The material includes everything you will need to learn to pass the exam. This material is included for free with the purchase of your exam. It is in digital form, and available immediately after payment.

Optional:

This material is not required, however it will assist you in becoming a Change Manager.

- Jeffrey Hiatt, Timothy Creasey (Dec 1, 2012) Change Management: The People Side of Change ISBN-13: 978-1930885615

Preparing for Success

In order to successfully complete the CMS exam, you will need to make sure you have the appropriate resources to support your learning.

- A quiet location, free from distraction.
- Internet access.
- Current (newest) version of Internet Explorer, Firefox, or Chrome browser.
- Take study notes while going through the training.
- When you are ready to take the exam, you should allot 3-hours of time.

Frequently Asked Questions

What happens if I fail the exam?

- You are given two additional attempts to pass the exam at no additional cost.

Will I receive a physical certificate in the mail?

- Yes, MSI will mail you a certificate suitable for framing as well as transcripts.

Will I receive Professional Competency Units (PCU's)?

- Yes, the Change Management Specialist (CMS) exam awards 30 PCU's upon passing of the exam. Other credits may also apply. Please see website for a complete list.