



COURSE SYLLABUS

Human-Centric Change Certification

Lead change in a more empathetic, human-centered way that strengthens psychological safety and accelerates adoption.

ChangeFit 360

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01 Course Information

Course Description

The **Human-Centric Change Certification** course delivers the elements needed to lead change management in a more empathetic, human-centered way that better supports psychological safety. Participants apply a proven framework to a current change initiative for immediate practice and outcomes.

At a Glance

Audience	Mid- to senior-level change managers, leaders, and directors
Format	Instructor-led or virtual live
Duration	8 hours (adaptable 6–8 hours)
Group Size	5–15 participants
Investment	\$500 per participant (volume discounts for groups of 10+)
Credits	10 PDU / CDUs and a digital, verifiable certification badge
Maintains	CCMP™ — ideal for taking change skills to the next level

Delivery Options

- Delivered instructor-led or virtual live.
- Designed for groups of 5–15 participants.
- Built for 8-hour delivery; adaptable to 6–8 hours.
- Optional post-course group and 1-on-1 change coaching to reinforce learning.

What Participants Receive

- Course Participant Guide
- Course source material and job aids
- Pre- and/or Post-Participant Course Survey (if desired)
- 10 PDU / CDUs
- Digital, verifiable certification badge

What Participants Learn

By the end of the course, participants will be able to:

1. **Define** and differentiate traditional change management from human-centric change management.
2. **Understand** the foundational elements of human-centric change.
3. **Apply** elements of human-centric change to a current project for immediate practice and outcomes, including:

- Applying positives and strengths to change
- Increasing involvement and engagement for change
- Fostering more co-creation and collaboration for change
- Connecting into meaning, accomplishment, and autonomy for change

4. **Commit** learning to action.

02 Course Outline

#	Key Topic	Supporting Materials
1	What & Why of Human-Centric Change	—
2	Principles of Human-Centric Change (the PERMA model)	<i>PERMA Model Job Aid</i>
3	P — Embed Positives & Strengths in Change	<i>Positive Framing for Change Job Aid</i>
4	E — Get Them Involved & Engaged for Change	<i>Find Your Organizational Influencers Job Aid</i>
5	R — Foster Co-creation & Collaboration Through Relationships	—
6	M & A — Make Meaning & Accomplishment Matter for Change	<i>Change Resistance Job Aid</i>

Built around the PERMA framework for human-centric change.

03 Investment

\$500 per participant

Volume discounts are available for groups larger than 10 participants.

04 Your Facilitator



Michelle Yanahan

Principal, ChangeFit 360 • CCMP™ • Prosci ADKAR Certified

As Principal of ChangeFit 360, Michelle is a passionate organizational change management facilitator, speaker, strategist, and thought leader with proven expertise in building organizational change management as a strategic business competency.

She brings 25+ years of leadership experience and holds a Master's in Organizational Behavior plus CCMP™ and Prosci ADKAR certifications. Michelle has been a featured presenter for ACMP, ATD, the Change Management Institute, Change Management Review, PMI, OD Network, and SHRM.

Why Organizations Choose ChangeFit 360

We understand the importance of choosing a change training partner with a proven track record. When you choose ChangeFit 360, you gain:

1. Training designed and facilitated by Michelle Yanahan, CCMP™ and Prosci ADKAR certified — a working change practitioner with 25+ years of proven business and leadership experience.
2. Practical, ACMP-, ATD-, SHRM-, and ICF-qualified change training that supports all skill levels and the organizational roles needed to build and drive change.
3. Change training backed by a greater-than-90% client and participant satisfaction rating.
4. A full-coverage suite of change training designed for individual roles (leaders, change professionals, project professionals, change champions, subject matter experts, and employees) and key topic areas (change management, change leadership, change agility, and resilience).
5. Content tailored to what your organization needs — including your change framework, project framework, and an active change initiative.
6. Class size capped at 15 participants to enable deep discussion and sharing.
7. Continuously improved content and delivery, informed by industry trends and participant feedback.
8. The option for post-course group and 1-on-1 change coaching.

Trusted Across Industries

ChangeFit 360 has developed and delivered expert change management training for participants worldwide, including Fortune 500 organizations across:

Consumer Products • Education • Energy / Utilities • Financial Services & Insurance • Manufacturing • Professional Services • Technology