



**COURSE SYLLABUS**

# Change Management Basics

*Master the most critical elements of change management in one engaging day — with practical tools, templates, and job aids you can put to work immediately.*

**ChangeFit 360**

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## 01 Course Information

### Course Description

This 8-hour, highly engaging course focuses participants on the most critical elements of change management. Through active engagement, feedback, and reinforcement, participants build change skills that drive real business results. Delivered in live virtual and eLearning formats and tailorable to your organization's needs, the course sends participants away with key learning they can put into practice immediately to fuel organizational change.

### At a Glance

<b>Audience</b>	Professionals building core change management skills
<b>Format</b>	Live virtual or eLearning
<b>Duration</b>	8 hours (five modules)
<b>Credits</b>	8 PDU / CDUs, with proof provided immediately after completion
<b>Includes</b>	All course content — research, templates, assessments, tools, and job aids
<b>Tailoring</b>	Can be tailored to your organization's needs

### Delivery Options

- Delivered live virtual or via eLearning.
- Designed for 8 hours of training across five modules.
- Tailorable to your organization's needs.

### What Participants Receive

- All course content — research, templates, assessments, tools, and job aids — ready to put into immediate practice.
- Proof of 8 PDU / CDUs immediately following course completion.

### What Participants Learn

Participants position organizational change management as a strategic business competency and accelerate the key moments that matter for change. By the end of the course, they will be able to:

1. **Define** and analyze project and portfolio change impact using a quantitative, visual approach.
2. **Plan** for change — employing key stakeholders, increasing engagement, and using change readiness as a risk-mitigation tool.
3. **Execute** change with a systematic, predictable approach to change sustainment and measurement.
4. **Improve** change outcomes by presenting change-management results and creating the infrastructure for continuous improvement.
5. **Create** an action plan for change that can be put into practice immediately.

## 02 Course Outline

#	Module & Topics	Timing
1	<b>Change as a Strategic Business Capability</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Why change matters</li> <li>• Change as a process</li> <li>• Action planning</li> </ul>	90 minutes
2	<b>Analyze Change Impact</b> <ul style="list-style-type: none"> <li>• Analyze and quantify change impact</li> <li>• Identify and analyze key change stakeholders</li> <li>• Action planning</li> </ul>	90 minutes (includes break)
3	<b>Plan for Change</b> <ul style="list-style-type: none"> <li>• Change strategy and change plan defined</li> <li>• How to communicate and engage for change</li> <li>• Understand and plan for change risks, including resistance and readiness</li> <li>• Define change measures for success</li> <li>• Plan for change sustainment</li> <li>• Action planning</li> </ul>	180 minutes (includes lunch)
4	<b>Execute Change</b> <ul style="list-style-type: none"> <li>• Learn the gotchas of change execution</li> <li>• Manage change risks</li> <li>• Measure change outcomes</li> <li>• Action planning</li> </ul>	60 minutes
5	<b>Learn &amp; Improve Change</b> <ul style="list-style-type: none"> <li>• Assess outcomes</li> <li>• Build outcomes into business as usual</li> <li>• Action planning</li> <li>• Close</li> </ul>	60 minutes

Topic outline and timing shown for virtual live delivery; total 8 hours.

## 03 Credits & Materials

# 8

 PDU / CDUs

Proof provided immediately after completion. Participants also receive all course content — research, templates, assessments, tools, and job aids — to put into immediate practice.

## 04 What Participants Say

*“Gave me well more than I expected to learn in one day about organizational change management!”*

*“It was a pleasure to be in your class — you did an amazing job! I’ll be able to save half a year of IT support by leveraging your tools!”*

*“Extremely valuable eLearning course, and very likely to recommend to coworkers. The tools will be very helpful!”*

*“Very practical, useful tools, presented as part of a comprehensible strategy.”*

*“A great overview of change management — it helped fill in a lot of the gaps in my knowledge.”*

*“Great job of keeping things moving and folks engaged!”*

*“I appreciated that you shared the curve of adoption and the likely root causes of change resistance.”*

## 05 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**