

Certified Local Change Agent (CLCA)

Topics

1. Introduction
2. Understand how individuals are impacted by change
3. Understand your role as a Change Agent and the role of others involved in change including Sponsors and Managers
4. Develop techniques for helping yourself and your colleagues through change, including:
5. Influencing
6. Active listening
7. Facilitation
8. Define how to assess the extent and severity of the impact of change
9. Understand how to assess the readiness for change in your area
10. Know how to work with colleagues to develop a local change plan
11. Exam preparation