

CEP1007: Change Management Module Outline “Self-directed” Online Training

Prerequisites

None

Recommended prior learning/experience

None

Description

This module explores the dynamics of organisational change, focusing on individual and group responses. It covers key strategies for managing and leading change, emphasising motivation, stakeholder engagement, and communication. The module addresses challenges like resistance and highlights the importance of tracking progress and continuous improvement for successful change.

Position and pathway

This module has an associated assessment which takes the form of an online examination. Success in the associated assessment is an element of CEP’s Certified Professional in Energy and Certified Professional in Carbon professional qualifications.

Delivery mode

The training module consists of thirty-one (31) videos, eight (8) progression quizzes and one (1) completion quiz with three (3) sections. The progression quizzes serve as gatekeeper steps, requiring successful completion before participants can advance to the next lesson.

Hours

This module is split into seventeen (17) lessons and totals approximately eleven (11) hours of viewing time.

Students will be required to undertake eight (8) progression quizzes, which should take around five (5) minutes each.

Learning outcomes

By the end of the module, students should:

1. Change and the individual – the why.
2. The change curve and people's reactions.
3. How to manage and lead change.
4. The need for motivation to change and hierarchy of needs.
5. Making the case for change.
6. Why some people embrace change and others resist.
7. Understanding people types, e.g. Myers Briggs.
8. Understanding the concept of change in organisations.
9. Understanding the roles and skills needed to drive change.
10. Defining the roadmap to enable change.
11. Stakeholder engagement and impact assessment.
12. Stakeholder strategy and communications.
13. Using measurements to track progress and find problems.
14. Collecting and addressing feedback.
15. Dealing with resistance and dependencies.
16. Tools to keep things on track.
17. Continuous improvement and overview of some continuous improvement tools, e.g. Kata.

Module Structure and Progression

Lesson Outlines	
Lesson 1	Change and the Individual
	<p>Video duration: 30 minutes approximately.</p> <p>Content relates to learning outcomes 1:</p> <ul style="list-style-type: none"> • What is change management? • The individual in change • Psychological perspectives on change • Factors influencing responses • Understanding resistance • Overcoming resistance • Promoting acceptance
Lesson 2	The Change Curve
	<p>Video duration: 30 minutes approximately.</p> <p>Content relates to learning outcomes 2:</p>

	<ul style="list-style-type: none"> • What is Change Management? • The Individual in Change • Psychological Perspectives on Change • Factors Influencing Responses • Understanding Resistance • Overcoming Resistance • Promoting Acceptance
Progression Quiz 1	
Lesson 3 - Part 1	How to Manage and Lead Change
	<p>Video duration: 18 minutes approximately.</p> <p>Content relates to learning outcomes 3:</p> <ul style="list-style-type: none"> • The role of change leaders • Visionary leadership • Establishing a sense of urgency • Building a change coalition • Leading change communication • Empowering others
Lesson 3 - Part 2	How to Manage and Lead Change
	<p>Video duration: 25 minutes approximately.</p> <p>Content relates to learning outcomes 3:</p> <ul style="list-style-type: none"> • Managing resistance • Adaptive leadership • Change leadership in sustainable organisations • Leading organisational culture change • Leading change in a digital age • Developing change leadership skills
Lesson 4 – Part 1	The Need for Motivation to Change
	<p>Video duration: 15 minutes approximately.</p> <p>Content relates to learning outcomes 4:</p> <ul style="list-style-type: none"> • Introduction to motivation • Theories of motivation • Maslow's Hierarchy of needs • Application of Maslow's Hierarchy of needs
Lesson 4 – Part 2	The Need for Motivation to Change
	<p>Video duration: 27 minutes approximately.</p> <p>Content relates to learning outcomes 4:</p> <ul style="list-style-type: none"> • Physiological needs in the carbon and energy sector

	<ul style="list-style-type: none"> • Safety needs in carbon and energy organisations • Belongingness and social needs • Esteem needs in the workplace • Self-actualisation in carbon and energy leadership • Aligning change initiatives with needs • Motivational techniques for change • Overcoming resistance to change
Progression Quiz 2	
Lesson 5 – Part 1	Making the Case for Change
	<p>Video duration: 28 minutes approximately.</p> <p>Content relates to learning outcomes 5:</p> <ul style="list-style-type: none"> • Importance of making a compelling case • Understanding organisational challenges • Drivers of change in the carbon and energy sector • Opportunities for improvement • Building the business case • Quantifying the benefits
Lesson 5 – Part 2	Making the Case for Change
	<p>Video duration: 25 minutes approximately.</p> <p>Content relates to learning outcomes 5:</p> <ul style="list-style-type: none"> • Assessing risks and challenges • Stakeholder analysis and engagement • Communicating the case for change • Leveraging data and evidence • Regulatory and compliance considerations • Sustainability and corporate social responsibility • Continuous improvement and feedback mechanisms • Performance measurement and evaluation • Building a change ready organisation
Lesson 6 – Part 1	Why Some People Embrace Change and Others Resist
	<p>Video duration: 20 minutes approximately.</p> <p>Content relates to learning outcomes 6:</p> <ul style="list-style-type: none"> • Introduction to change responses • Psychological perspectives on change • Embracing change: motivators • Resisting change: barriers • Cognitive dissonance theory • Social identity theory
Lesson 6 – Part 2	Why Some People Embrace Change and Others Resist

	<p>Video duration: 25 minutes approximately.</p> <p>Content relates to learning outcomes 6:</p> <ul style="list-style-type: none"> • Personal factors influencing change responses • Organisational factors influencing change responses • Communication and change • Leadership and change • Leveraging Diversity in Change • Change communication strategies
Progression Quiz 3	
Lesson 7 – Part 1	Understanding People Types
	<p>Video duration: 17 minutes approximately.</p> <p>Content relates to learning outcomes 7:</p> <ul style="list-style-type: none"> • Overview of personality theories • The Myers-Briggs type indicator • Extraversion vs Introversion • Sensing vs Intuition • Thinking vs Feeling • Judging vs Perceiving
Lesson 7 – Part 2	Understanding People Types
	<p>Video duration: 25 minutes approximately.</p> <p>Content relates to learning outcomes 7:</p> <ul style="list-style-type: none"> • Understanding MBTI personality types • Application of MBTI in professional setting • Benefits of personality diversity • Challenges of personality diversity • MBTI and leadership styles • Limitations of MBTI
Lesson 8 – Part 1	Understanding the Concept of Change in Organisations
	<p>Video duration: 15 minutes approximately</p> <p>Content relates to learning outcome 8:</p> <ul style="list-style-type: none"> • Types of organisational change • Drivers of organisational change • The Change Process • Models of organisational change
Lesson 8 – Part 2	Understanding the Concept of Change in Organisations
	<p>Video duration: 30 minutes approximately</p> <p>Content relates to learning outcome 8:</p>

	<ul style="list-style-type: none"> • Lewins change management model • Kotters 8-step change model • Organisational change agents • Employee engagement in change • Impact of change on employees • Change readiness assessment • Change management best practises • Sustainability of change • Continuous improvement and adaptation
Progression Quiz 4	
Lesson 9	Understanding the Roles and Skills Needed to Drive Change
	<p>Video duration: 25 minutes approximately</p> <p>Content relates to learning outcome 9:</p> <ul style="list-style-type: none"> • Key roles in change management • Characteristics of effective change leaders • Change management skills • Strategic thinking and planning • Change communication • Team building and collaboration • Adaptability and resilience • Leading change in complex environments • Change leadership ethics and values
Lesson 10 – Part 1	Defining the Roadmap to Enable Change
	<p>Video duration: 17 minutes approximately</p> <p>Content relates to learning outcome 10:</p> <ul style="list-style-type: none"> • Understanding the change vision • Establishing goals and objectives • Conducting change readiness assessment • Analysing stakeholder needs and expectations • Identifying key change initiatives
Lesson 10 – Part 2	Defining the Roadmap to Enable Change
	<p>Video duration: 20 minutes approximately</p> <p>Content relates to learning outcome 10:</p> <ul style="list-style-type: none"> • Developing a change management plan • Allocating resources and budgets • Risk management and contingency planning • Monitoring and evaluation framework • Change implementation phases • Change roadmap template/resources

Progression Quiz 5	
Lesson 11 – Part 1	Stakeholder Engagement and Impact Assessment
	<p>Video duration: 17 minutes approximately</p> <p>Content relates to learning outcome 11:</p> <ul style="list-style-type: none"> • Understand stakeholder engagement • Stakeholder identification • Stakeholder analysis • Stakeholder mapping • Engaging key stakeholders
Lesson 11 – Part 2	Stakeholder Engagement and Impact Assessment
	<p>Video duration: 18 minutes approximately</p> <p>Content relates to learning outcome 11:</p> <ul style="list-style-type: none"> • Tailoring communication strategies • Stakeholder register • Assessing stakeholder impact • Impact assessment framework • Measuring stakeholder satisfaction • Stakeholder engagement best practises
Lesson 12 – Part 1	Stakeholder Strategy and Communications
	<p>Video duration: 18 minutes approximately</p> <p>Content relates to learning outcome 12:</p> <ul style="list-style-type: none"> • Defining stakeholder strategy • The strategic communication framework • Crafting key messages • Building trust and credibility • Active listening and feedback
Lesson 12 – Part 2	Stakeholder Strategy and Communications
	<p>Video duration: 17 minutes approximately</p> <p>Content relates to learning outcome 12:</p> <ul style="list-style-type: none"> • Managing stakeholder expectations • Conflict resolution strategies • Crisis communication planning • Effective stakeholder communication • Stakeholder relationship management
Progression Quiz 6	

Lesson 13 – Part 1	Using Measurements to Track Progress and Find Problems
	<p>Video duration: 20 minutes approximately</p> <p>Content relates to learning outcome 13:</p> <ul style="list-style-type: none"> • Understanding performance measurement • Key performance indicators • Selecting appropriate metrics • Data collection methods • Establishing baselines
Lesson 13 – Part 2	Using Measurements to Track Progress and Find Problems
	<p>Video duration: 18 minutes approximately</p> <p>Content relates to learning outcome 13:</p> <ul style="list-style-type: none"> • Tracking progress • Data analysis techniques • Identifying performance deviations • Problem solving frameworks • Performance dashboards and reporting • Data visualisation techniques • Performance improvement plan development • Measurement tools and software
Lesson 14 – Part 1	Collecting and Addressing Feedback
	<p>Video duration: 18 minutes approximately</p> <p>Content relates to learning outcome 14:</p> <ul style="list-style-type: none"> • Understanding feedback • Types of feedback • Importance of feedback loop • Feedback collection methods • Creating effective feedback surveys • Conducting feedback interviews • Implementing feedback channels
Lesson 14 – Part 2	Using Measurements to Track Progress and Find Problems
	<p>Video duration: 15 minutes approximately</p> <p>Content relates to learning outcome 14:</p> <ul style="list-style-type: none"> • Feedback interpretation and prioritisation • Addressing positive feedback • Addressing constructive feedback • Addressing negative feedback • Stakeholder engagement in feedback processes

Progression Quiz 7	
Lesson 15 – Part 1	Using Measurements to Track Progress and Find Problems
	<p>Video duration: 15 minutes approximately</p> <p>Content relates to learning outcome 15:</p> <ul style="list-style-type: none"> • Types of resistance • Sources of resistance • Anticipating and assessing resistance • Resistance management framework • Building change resilience
Lesson 15 – Part 2	Using Measurements to Track Progress and Find Problems
	<p>Video duration: 20 minutes approximately</p> <p>Content relates to learning outcome 15:</p> <ul style="list-style-type: none"> • Communication strategies for resistance management • Addressing dependencies • Dependency mapping technique • Collaborative problem solving • Addressing organisational politics
Lesson 16 – Part 1	Tools to Keep Things on Track
	<p>Video duration: 17 minutes approximately</p> <p>Content relates to learning outcome 16:</p> <ul style="list-style-type: none"> • Understanding project management tools • Gantt charts • Kanban boards • Task management software • Time tracking tools • Budgeting and expense tracking tools • Risk management tools • Communication and collaboration tools
Lesson 16 – Part 2	Tools to Keep Things on Track
	<p>Video duration: 17 minutes approximately</p> <p>Content relates to learning outcome 16:</p> <ul style="list-style-type: none"> • Budgeting and expense tracking tools • Risk management tools • Communication and collaboration tools • Quality assurance and testing tools • Change management tools • Change impact assessment tools • Change management plans and templates

	<ul style="list-style-type: none"> • Feedback and survey tools • Integration and compatibility • Tailoring tools to project needs • Tools evaluation criteria
Lesson 17 – Part 1	Continuous Improvement
	<p>Video duration: 18 minutes approximately</p> <p>Content relates to learning outcome 17:</p> <ul style="list-style-type: none"> • What is continuous improvement? • Benefits of continuous improvement • Continuous improvement frameworks • Introduction to Kata • Improvement Kata • Coaching Kata • Key concepts of Kata
Lesson 17 – Part 2	Continuous Improvement
	<p>Video duration: 17 minutes approximately</p> <p>Content relates to learning outcome 17:</p> <ul style="list-style-type: none"> • Application of Kata in practise • Kata in lean management • Kata in Six Sigma • Process mapping tools • Performance measurement tools • Implementation strategies
Progression Quiz 8	
Completion Quiz (Sections 1, 2 and 3)	CEP1007: Change Management

Assessment

This training module does not have a formal assessment. CEP runs a credential, assessed by examination for CEP1007: Change Management, which operates independently of this training module. Completion of this module is not a pre-requisite for the formal assessment.

Completion

The module will be considered completed and a digital “Completion” certificate will be available when the student has achieved a score of 75% or above in the Completion Quiz.