GAQM®

Global Association for Quality Management

Certified Problem and Change Manager (CPCM) ™

Course Outline & Module Information

What Modules are covered?

Module 1 – Problem Management

1) Problem-solving definitions

2) Making decisions

3) Problem solving model and toolkit

4) Getting into It

5) SWOT Analysis

6) Making good group decisions

7) Analyzing and selecting solutions

8) Planning and organizing

9) Hands-on case studies and exercises

Module 2 – Change Management

1) What is change?

2) The change cycle

3) The human reaction to change

4) The pace of change

5) The four room apartment

6) Dealing with resistance

7) Adapting to change

8) Strategies for dealing with anger

9) Managing stress

Module 3 – Secrets of Change Management

1) What is change?

2) The Bridges change model

3) The Conner change model

4) The Janssen change model

5) Six reactions to change

6) Identifying the need for change

7) Identifying the cost and benefit

8) Setting the vision and goal

9) Responding to change

10) Creating and implementing a strategy

11) Planning for change

12) Communication skills

13) Empowering employees

14) Building resiliency

15) Acknowledging reactions

16) Dealing with emotions

17) Managing negative stress

18) Exploring your options

19) Examining the reality

What will you learn from the E-Course?

1) How to apply problem solving steps and tools

2) How to analyze information to clearly describe problems

3) How to identify appropriate solutions

4) Ways to think creatively and be a contributing member of a problem solving team

5) How to select the best approach for making decisions

6) How to create a plan for implementing, evaluating, and following up on decisions

7) Ways to avoid common decision-making mistakes

8) Accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are.

9) See change not as something to be feared and resisted but as an essential element of the world to be accepted.

10) Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are.

11) Recognize that before we can embrace the way things will be, we may go through a process of grieving, and of letting go of the way things used to be.

12) See change as an opportunity for self-motivation and innovation. Identify strategies for helping change be accepted and implemented in the workplace.

13) Find different ways of looking at change

14) Create a change implementation strategy

15) Make change easier for yourself and others

16) Develop techniques to cope with change, including resiliency and stress management

17) Know how to maintain a sense of control during a change

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