



CERTIFICATION FOR ADVANCED PRACTITIONERS

Introduction

Through Prosci's Model Mastery programs, learn to improve project outcomes, mitigate and prevent persistent resistance, and improve engagement with leadership by connecting change outcomes to business outcomes. Then, test your Model Mastery knowledge and earn your advanced certification—Prosci Certified Advanced Change Practitioner—as proof of your achievement. These Advanced Programs are designed for experienced Prosci Certified Practitioners.

Your Change Management Career Journey Starts Here



Why Attend This Program?

Advance your change management practice

Learn advanced skills for applying Prosci models and assessments on even the most complex projects. Differentiate yourself by becoming a Prosci Certified Advanced Change Practitioner (PCACP).

Engage Stakeholders During the Project

Gain commitment and alignment from stakeholders on your model and assessment activities. Use collaborative insights to engage with senior leaders to accelerate change and business decision-making.

Improve Project Outcomes

Know when and how to use these important Prosci tools for the greatest benefit. Use Prosci resources and guidance to support your analysis, strategy and action for delivering your desired project results.

Save on your Advanced Certification Journey

Take advantage of savings with Prosci's Advanced Training & Certification Bundle. Details below.





MODEL MASTERY PROGRAMS

Improve Project Health

Program Overview

Ready to step up your change management practice with advanced skills to improve your project results? In Prosci's Improve project Health – one of Prosci's four Model Mastery programs – learn how to use critical thinking, peer insights, Prosci's body of Knowledge, and practical tools to analyze your project data and deliver better project outcomes for your organization.

Prerequisite: Prosci Change Management Certification Program or Prosci Change Management Practitioner Program

Why Attend This Program?

This one-day, deep-dive Advanced Offering based on the Prosci Change Triangle (PCT) Model will equip you to:

- Position your project for success by aligning senior leaders on the critical aspects of any successful change effort
- Identify and project risks and actions to improve project health
- Assist and track project health throughout the project lifecycle to drive better change outcomes

After attending all four Model Mastery programs, you can test your expertise and distinguish yourself with our newest certification: Prosci Certified Advanced Change Practitioner (PCACP).



Who Is This Course For?

The Improve Project Health program is designed for experienced practitioners interested in advancing their practice and improving project results.





Learning Objectives

Through the Improve Project Health program, you will learn how to:

- Explain the why, what, who, when and how of the PCT Model.
 - Prepare for a PCT Assessment by gaining commitment, identifying and inviting participants, and determining the appropriate approach.
 - Conduct a PCT Assessment by adapting resources for individual interviews, facilitated group sessions, or surveys.
 - Analyze and act on PCT Assessment results by using Prosci's body of knowledge and resources for sharing results.
 - Track and adapt actions to improve project health by conducting PCT Assessments over the lifecycle of the project to monitor progress in project health.
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Program Agenda

- Welcome and Connection
 - PCT Model Review
 - Applications of the PCT Model Research
 - PCT Assessment
 - PCT Assessment Application Process
 - Prepare for a PCT Assessment
 - Conduct a PCT Assessment
 - Analyze and Act on PCT Assessment Results
 - Track and Adapt Action to Improve Project Health
 - Next Steps and Close
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Tools and Resources Included

As a course participant., you gain access to industry-leading context and tools:

- One-year subscription to digital content, guidance and resources in the Prosci Hub Solution Suite, including:
 - **Knowledge Hub** – Applying the PCT Model
 - **Research Hub** – Access to over 20 years of best practices in change management research including the Applications the PCT Model study
- Digital program workbook





MODEL MASTERY PROGRAMS

ADKAR Model Mastery Level 1 : Prevent Change Resistance

Program Overview

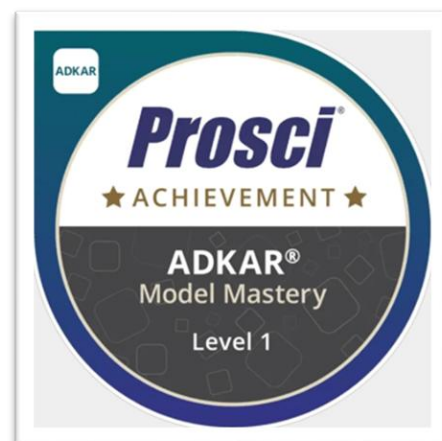
In Prosci's Prevent Change Resistant - one of Prosci's four Model Mastery programs - you'll build on your ADAKA Blueprint knowledge and skills attained in the certification or practitioner program, plus gain access to Prosci's ADKAR Body of Knowledge. With your new skills and insights, you can prevent resistance and build readiness for change – and deliver better ADKAR outcomes that lead to change success.

Prerequisite: Prosci Change Management Certification Program or Prosci Change Management Practitioner Program.

Why Attend This Program?

Learn advanced skills to proactively apply the ADKAR Model to prevent resistance and build readiness for change to achieve better project outcomes. This one-day Advanced Offering that focuses on the ADKAR Blueprint enables you to:

- Optimize application of ADKAR Model by advancing your ADAKA Blueprint skills
- Effectively engage change leaders to partner with you in developing and implementing the ADKAR Blueprint
- Build change readiness by proactively preparing, equipping and supporting people to adopt and use a change
- Anticipate root cause of barrier points to prevent potential sources of resistance and move the change forward
- Engage and guide your senior leaders to achieve adoption and usage



After attending all four Model Mastery programs, you can test your expertise and distinguish yourself with our newest certification: Prosci Certified Advanced Change Practitioner (PCACP).

Who Is This Course For?

The Prevent Change Resistance program is designed for experienced practitioners wanting to use a proactive, collaborative approach to building and implementing the ADKAR Blueprint.





Learning Objectives

Through the Prevent Change Resistance program, you will learn how to:

- **Apply the ADKAR Model to Prevent Resistance:**
Proactively apply the ADKAR Model to prevent avoidable resistance and build readiness of change.
 - **Build an ADKAR Blueprint :**
Apply proven practices and anticipate root causes of barrier points to build an ADKAR Blueprint to achieve ADKAR outcomes.
 - **Engage and Invoice Key Stakeholders:**
Select and apply an effective approach to engage key stakeholders in building an ADKAR Blueprint.
 - **Activate Change Leaders:**
Activate sponsors and people managers to fulfill their change roles and implement the ADKAR Blueprint.
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Program Agenda:

- Welcome and Connection
 - Review the Uses of the ADKAR Model
 - Prevent Resistance by Building Change Readiness
 - Introduction to the ADKAR Blueprint
 - Extended Break
 - Engage and Involve key Stakeholders
 - Activate Change Leaders
 - Track ADKAR Outcomes
 - Next Steps and Close
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Tools and Resources Included

As a course participant, you gain access to industry-leading content and tools:

- One-year subscription to digital content, guidance and resources in the Prosci Hub Solution Suite, including:
- **Knowledge Hub** – Applying the ADKAR Model
- **Research Hub** – Access to over 20 years of best practices in change management research including the Applications the ADKAR Research Study
- Digital program workbook





MODEL MASTERY PROGRAMS

ADKAR Model Mastery Level 2 : Resolve Change Barriers

Program Overview

In Prosci's Resolve Change Barriers - one of Prosci's four Model Mastery programs - you'll build what you learned in the practitioner or certification program about addressing resistance that threatens project success. Advance your skills for conducting and analyzing ADKAR Assessments, plus gain access to Prosci's ADKAR Body of Knowledge. And learn how to effectively resolve the root causes of persistent resistance to your change initiatives.

Prerequisite: Prosci Change Management Certification or Practitioner Program, plus ADKAR Model Mastery Level 1.

Why Attend This Program?

Learn advanced skills to reactively apply the ADKAR Model to effectively resolve the root causes of persistent resistance, leading to better change outcomes. This one-day, deep-dive Advanced Offering that focuses on the ADKAR Assessment enables you to:

- Optimize application of ADKAR Model by advancing your ADKAR Assessment skills
- Effectively conduct and analyze ADKAR Assessments to identify root cause of ADKAR barrier points
- Use your assessment results and Prosci's research-informed tools and resources to address persistent resistance and improve project outcomes, plus engage with senior leaders on the ROI of change management
- Develop the skills of senior leaders and people managers to help resolve resistance on current and future changes



After attending all four Model Mastery programs, you can test your expertise and distinguish yourself with our newest certification: Prosci Certified Advanced Change Practitioner (PCACP).

Who Is This Course For?

The Resolve Change Barriers program is designed for experienced practitioners wanting to skillfully conduct ADKAR Assessments, and effectively interpret and act on the results.





Learning Objectives

Through the Resolve Change Barriers program, you will learn how to:

- **Apply the ADKAR Model to Resolve Barriers:**
Reactively apply the ADKAR Model to address unavoidable resistance and resolve barriers to change.
 - **Track ADKAR Outcomes:**
Conduct ADKAR Assessment to monitor the progress of individual and group transitions required to achieve ADKAR outcomes.
 - **Analyze ADKAR Assessment:**
Identify the presence of persistent barrier points, and assess the associated risk to achieving ADKAR outcomes.
 - **Resolve Persistent Barrier Points:**
Promote mindsets to effectively anticipate resistance, and implement adaptive actions to resolve persistent barrier points
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Program Agenda:

- Welcome and Connection
 - Review ADKAR Model Mastery Level 1
 - Track ADKAR Outcomes
 - Conduct ADKAR Assessments
 - Analyze ADKAR Assessment Results
 - Extended Break
 - Understand, Anticipate and Address Resistance
 - Adapt Actions to Resolve Barriers to Change
 - Roles to Resolve Barriers to Change
 - Next Steps and Close
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Tools and Resources Included

As a course participant, you gain access to industry-leading content and tools:

- One-year subscription to digital content, guidance and resources in the Prosci Hub Solution Suite, including:
- **Knowledge Hub** – Applying the PCT Model
- **Research Hub** – Access to over 20 years of best practices in change management research including the Applications the PCT Model study
- Digital program workbook





MODEL MASTERY PROGRAMS

Achieve Change Performance

Program Overview

When it comes to change success, performance metrics matter - to practitioners, sponsors, stakeholders and the executive team. Prosci's Achieve Change Performance - one of Prosci's four Model Mastery programs - equips Prosci Change Practitioners with advanced skills for defining, tracking and measuring change performance with the Prosci Change Performance Framework. With this level of insight, you can align stakeholders on what success looks like for the project, make strategic adjustments to your project along the way, and ultimately improve project outcomes.

Prerequisite: Prosci Change Management Certification Program or Prosci Change Management Practitioner Program.

Why Attend This Program?

The Achieve Change Performance program is ideal for practitioners interested in advancing their change management practices with new, performance-related skills. This one-day, deep-dive Advanced Offering that focuses on the Prosci Change Performance Framework enables you to:

- Engage with change leaders to define metrics for measuring change performance
- Assess the requirements for applying the Change Performance Framework on your project
- Monitor and measure change performance to strengthen results and reveal your project ROI
- Benefit from an early warning system to tell you if the change is off track so that you can course-correct
- Demonstrate to senior leaders how you're achieving project objectives and the value of change management to the organization's business objectives



After attending all four Model Mastery programs, you can test your expertise and distinguish yourself with our newest certification: Prosci Certified Advanced Change Practitioner (PCACP).

Who Is This Course For?

The Achieve Change Performance program is ideal for experienced practitioners interested in advancing their change management practices with new skills related to the Prosci Change Performance Framework.





Learning Objectives

In the intensive Achieve Change Performance program, you learn a performance-oriented approach for driving change success, with advanced knowledge and skills including:

- The three levels of performance for change projects and how the levels are connected.
- The critical success factors for applying the Prosci Change Performance Framework on your project.
- How to facilitate a process to define metrics for measuring organizational and individual performance.
- How to develop approaches to engage your key stakeholders to define, track and achieve change performance.

Program Agenda:

- Welcome and Connection
- Why Measure Change Performance?
- Introduction to the Prosci Change Performance Framework
- Define Performance
- Define Success
- Extended Break
- Define Impact
- Define Approach
- Track and Adapt Performance
- Achieve Performance
- Next Steps and Close

Tools and Resources Included

One-year subscription to digital content, resources and tools in the Prosci Hub Solution Suite, including

- **Knowledge Hub** – Applying the Prosci Change Performance Framework, which includes electronic activity workbook and downloadable resources; also Applying the PCT Model, Applying the ADKAR Model, and Practitioner Program
- **Research Hub** – digital versions of Best Practices in Change Management – 12th Edition, topical studies, and relevant data across a broad array of topics
- Digital program workbook





Certification for Advanced Practitioners

Program Overview

Invest in your team and recognize their dedication and expertise in change management with Prosci's Certification for Advanced Practitioners. After attending all four Model Mastery programs, participants test their expertise and become a Prosci Certified Advanced Change Practitioner.

Prerequisite: Prosci Change Management Certification Program + the 4 Model Mastery programs

Gain the recognition you deserve

Interested in setting yourself apart with an advanced certification from the globally recognized leader in change management? Well, Prosci has an offering just for you.

Attend all four Prosci Model Mastery programs covering the Prosci Change Triangle (PCT) Model, ADKAR Blueprint, ADKAR Assessment, and Prosci Change Performance Framework to elevate your capabilities. Then test your expertise with our newest certification, now available through our Certification for Advanced Practitioners offering: Prosci Certified Advanced Change Practitioner (PCACP).



- Celebrate how the Prosci Model Mastery series of programs have empowered you to deliver better change outcomes
- Gain the recognition you deserve for your achievement
- Strengthen your resume and career path with an advanced certification from Prosci
- Join a global network of advanced change practitioners to share challenges and solutions

Whether you've completed all four Model Mastery programs or aren't quite there yet, you're on the path to becoming a distinguished change practitioner and recognized change leader. Seize this opportunity to rise above the many other change practitioners around the world.

Who's This For?

Prosci's Certification for Advanced Practitioners is a unique opportunity for dedicated, experienced Prosci change practitioners to earn an advanced certification in change management. Your journey to certification includes first completing all four Model Mastery programs:

- PCT Model Mastery: Improve Project Health
- ADKAR Model Mastery Level 1: Prevent Change Resistance
- ADKAR Model Mastery Level 2: Resolve Change Barriers
- Change Performance Mastery: Achieve Change Performance

Then, through the Certification for Advanced Practitioners, you can test your knowledge and become a Prosci Certified Advanced Change Practitioner upon passing the exam.





Benefits

Prosci's advanced training and certification track not only distinguishes you as an expert change practitioner and recognized change leader. It also provides significant benefits to you, your projects and the organization.

- **Advance the skills** you've developed since attending the three-day practitioner program, particularly around Prosci models and assessments.
- **Gain actionable tools and insights** needed to navigate more complex change challenges and drive better change outcomes.
- **Learn a results-oriented approach** to measuring change management performance, mitigating change resistance, and more.
- **Unlock and demonstrate** the return on investment (ROI) of change management.
- **Acquire deep insights** into the value of change management in achieving key business objectives.
- **Align and engage senior leaders** around a common definition of success so you can effectively connect change outcomes to business outcomes.

Features and Format

- This certification involves an online exam to validate your skills acquired in the four Model Mastery programs.
- The exam includes 60 multiple choice, true/false, ranking and matching style questions.
- The exam requires 85% correct answers to pass.
- Upon passing the exam, you become a Prosci Certified Advanced Change Practitioner.
- You also earn a digital "certified" Credly Badge after passing the exam.
- Exam retakes are allowed for an additional fee.
- You have six months upon exam enrollment and payment to complete the exam.
- You can complete the exam with flexibility on a schedule that works for you; you don't have to complete the exam in one sitting.

Tools and Resources Included

- To prepare for the exam and while you're taking the exam, access the following Knowledge Hubs via the Prosci Portal:
 - Applying the PCT Model Knowledge Hub
 - Applying the ADKAR Model Knowledge Hub
 - Applying the Prosci Change Performance Framework Knowledge Hub
- When you're ready to take the exam, access the PCACP Exam tile in the portal

