COURSE SYLLABUS

Federal Change Management Certificate Program (Self-Paced)

Develop essential change management skills with a focus on leading organizational change, managing resistance, and enhancing strategic communication in the federal workplace.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/certificates/federal-change-management-certificate-program-self-paced



support@graduateschool.edu •
(888) 744-4723

Course Outline

This package includes these courses

- Understanding and Implementing Change in the Workplace (Self-Paced) (6 Hours)
- Leading Strategic Change Course (Self-Paced) (6 Hours)
- Change Management for Leaders: Preparing for an Unknown Future Course (Self-Paced) (6 Hours)
- Leadership Communication Course (Self-Paced) (12 Hours)

Attend the AI Change Management in Government class for free as part of this certificate. Choose your date after you register for the program.

Adapting to an AI-Driven Workforce Course (Self-Paced)

Understanding and Implementing Change in the Workplace (Self-Paced)

Learn how to manage change effectively in the workplace by applying a structured framework and recognizing emotional, behavioral, and cultural responses. This course provides leaders with tools to facilitate smoother transitions and achieve desired outcomes.

- Analyze change and its impact on people and organizations.
- Analyze reactions to change and tolerance for change.
- Utilize change management strategies.
- Analyze the connection between communication and change.

Leading Strategic Change Course (Self-Paced)

Ideal for senior leaders, this self-paced advanced seminar builds expertise in designing, guiding, and evaluating strategic organizational change initiatives. Participants learn how to plan and manage transitions across mission-critical operations.

- Analyze the concepts of change from an organizational viewpoint.

- Create plans for organizational change.
- Apply strategies for leading and managing change.
- Use best practices in evaluating change.

Change Management for Leaders: Preparing for an Unknown Future Course (Self-Paced)

Ideal for managers and supervisors facing workplace shifts, the self-paced session teaches how to help teams experience and embrace change. Participants explore the stages and emotional reactions to change and develop coaching strategies to support individuals and groups through transitions.

- Coach team members through the five common stages of change.
- Apply a six-step change preparation model to guide employees.
- Build tools to reduce resistance and foster adaptability.
- Support others in using personal strengths to succeed during change.
- Strengthen relationships and trust throughout transitions.

Leadership Communication Course (Self-Paced)

Learn how to connect with people, build rapport, and bridge cultural and generational gaps to enhance leadership effectiveness. This course focuses on emotional intelligence, conflict resolution, and strategies for achieving consensus and driving results.

- Analyze the importance of strong leadership communication.
- Discuss the results of effective communication.
- Explore the elements of essential communication
- Practice strategies for better listening, connecting, building trust and consensus, bridging generational differences, and using emotional intelligence.
- Learn the benefits of developing a layered internal communication strategy.
- Learn how to use technology more effectively to communicate.
- Discuss strategies for conflict and change communication.