MERCURY

Certified Problem and Change Manager (CPCM)

25 – 29 October 2027
Kigali (Rwanda)



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Certified Problem and Change Manager (CPCM)

Ref: 16015_1067918 **Date:** 25 – 29 October 2027 **Location:** Kigali (Rwanda) **Fees:** 5300 Euro

Introduction:

Effective problem-solving and change management are essential in today's fast-paced business world. The Certified Problem and Change Manager CPCM training course equips professionals with the knowledge and strategies to handle complex organizational challenges.

This Certified Problem and Change Manager CPCM course covers critical aspects of identifying problems, analyzing root causes, and applying structured methodologies to resolve them. It emphasizes the importance of successfully managing organizational change, a skill vital to ensuring long-term success and adaptability.

Through industry best practices and real-world case studies, participants will learn how to implement change initiatives that foster growth and operational efficiency. The Certified Problem and Change Manager CPCM program aims to enhance decision-making and leadership capabilities, enabling professionals to lead change confidently.

Earning the CPCM certification gives participants credibility, which is crucial for advancing in today's competitive corporate landscape. This Certified Problem and Change Manager CPCM course is for professionals striving to build resilient organizations that thrive in dynamic business environments.

Targeted Groups:

This Certified Problem and Change Manager CPCM training targets professionals seeking specialized knowledge and skills:

- Business leaders and managers are aiming to refine their problem-solving approaches.
- Project managers oversee change implementation and risk mitigation.
- IT professionals are tackling service disruptions and process optimization.
- Quality assurance specialists strive for operational excellence.
- HR professionals are leading change initiatives within organizations.
- Consultants providing strategic advice on change management.
- Entrepreneurs are seeking to adapt to volatile market conditions.
- Government officials are overseeing public sector reforms.
- Supply chain managers focused on operational efficiency.
- Customer service managers are optimizing problem-resolution strategies.

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Course Objectives:

Participants will achieve the following objectives by completing the Certified Problem and Change Manager CPCM course:

- Identify and analyze problems through structured problem-solving techniques.
- Apply data-driven methods for diagnosing root causes.
- Develop and implement strategic solutions aligned with organizational goals.
- Use recognized problem-solving frameworks for effective resolution.
- Evaluate the impact of changes through measurable performance metrics.
- Adapt to changes in business environments using proactive models.
- Communicate change strategies clearly and concisely to stakeholders.
- Manage resistance to change effectively using negotiation and influence.
- Implement continuous improvement strategies for ongoing organizational success.
- The Certified Problem and Change Manager CPCM certification enhances professional credibility.
- Utilize best practices for effective change implementation and problem resolution.
- Build a culture of adaptability and resilience within organizations.
- Drive operational efficiencies using lean methodologies and process improvements.
- Optimize problem-resolution processes for sustainable long-term growth.
- Lead transformation initiatives that support business growth and innovation.
- Learn about the foster stakeholder engagement for successful change management.

Targeted Competencies:

Participants will gain the following competencies during the Certified Problem and Change Manager CPCM program:

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- Critical thinking and problem diagnosis.
- Root cause analysis and evidence-based decision-making.
- Strategic change management and leadership.
- Risk assessment and mitigation.
- Stakeholder communication and engagement.
- Agile methodologies for adaptable problem-solving.
- Operational efficiency and process optimization.
- Conflict resolution and managing resistance to change.
- Performance measurement and monitoring change outcomes.
- Continuous improvement techniques for business transformation.

Course Content:

Unit 1: Foundations of Problem and Change Management:

- Introduction to structured problem-solving methodologies.
- Importance of change management in modern organizations.
- Overview of frameworks and models for effective problem resolution.
- Understanding the lifecycle of problems and the change process.
- The role of leadership in managing change.
- Stakeholder engagement in identifying and solving problems.
- Real-world case studies on problem and change management.
- Techniques for fostering a culture of continuous improvement.
- Overview of the problem and change management in different industries.
- Methods for measuring the success of change initiatives.
- Best practices for ensuring smooth transitions during change.
- Ethical considerations in problem-solving and change management.

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Unit 2: Root Cause Analysis and Decision-Making:

- Explore tools for effective problem diagnosis, such as the 5 Whys and Fishbone Diagram.
- Data-driven decision-making frameworks.
- Conducting root cause analysis RCA and identifying key drivers.
- Understand risk assessment and management techniques.
- Implementing evidence-based solutions for business challenges.
- Measuring the effectiveness of problem resolution on business outcomes.
- Learn about decision-making models for sustainable organizational improvements.
- Integrating risk management with problem-solving processes.
- How to use Pareto Analysis for problem prioritization.
- Explain frameworks for identifying the right solutions to organizational issues.
- Understanding the relationship between problem resolution and strategic goals.
- Case studies on root cause analysis and decision-making.

Unit 3: Change Management Strategies and Implementation:

- Introduction to change management models like Kotter's 8-Step and Lewin's Change Theory.
- Learn techniques for planning and executing change initiatives.
- Understand strategies for overcoming resistance to change.
- Learn about the role of leadership in driving change.
- Explain communication strategies for successful change adoption.
- Learn techniques for measuring and sustaining change effectiveness.
- Apply change management principles in diverse industries.
- Understanding the organizational impact of changes.
- Overcoming challenges in managing large-scale transformations.
- Explore the best practices in implementing organizational change.
- Learn techniques for fostering a culture of adaptability and resilience.
- Understand how to build change management capabilities within organizations.

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Unit 4: Leadership and Stakeholder Engagement:

- The role of leadership in problem-solving and change management.
- Building stakeholder buy-in for successful change adoption.
- Negotiation and influence techniques for managing resistance.
- Team collaboration and cross-functional problem-solving.
- Effective communication strategies for diverse stakeholders.
- Conflict resolution techniques in the change management process.
- Managing teams through transitions and ensuring stakeholder alignment.
- Best practices in leadership during organizational transformation.
- Developing and sustaining leadership skills for managing complex changes.
- Methods for assessing leadership effectiveness in problem and change management.
- Building trust and credibility with stakeholders.
- Real-world applications of leadership in change management.

Unit 5: Continuous Improvement and Innovation:

- Introduction to continuous improvement models such as Lean and Six Sigma.
- Embedding a culture of innovation within organizations.
- Techniques for monitoring and evaluating change outcomes.
- Identifying opportunities for innovation and process improvements.
- Adapting to emerging challenges in the business environment.
- Sustaining long-term success through iterative improvements.
- Innovation-driven problem resolution strategies.
- Balancing efficiency with the need for organizational flexibility.
- Case studies on continuous improvement and business transformation.
- Measuring the impact of innovation on organizational performance.
- Best practices for embedding continuous improvement within teams.
- Strategies for fostering creativity and innovation in the workplace.

Final Insights & Key Takeaways:

The Certified Problem and Change Manager CPCM training course provides professionals with essential problem-solving and change management skills. By mastering these competencies, participants will be well-equipped to lead transformational initiatives.

The certification boosts professional credibility, making it easier to navigate complex business challenges. The Certified Problem and Change Manager CPCM program supports long-term organizational success by fostering resilience and adaptability in dynamic environments.