# ADKAR Model Mastery Level 2: Resolve Change Barriers

In Prosci's Resolve Change Barriers—one of Prosci's four Model Mastery programs—you'll build on 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 the ADKAR Model by advancing your ADKAR Assessment skills
- Effectively conduct and analyze ADKAR Assessments to identify root causes 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 Assessments to monitor the progress of individual and group transitions required to achieve ADKAR outcomes.
- **Analyze ADKAR Assessments –** 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.

## 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

## 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 of ADKAR Research Study
- Digital program workbook

## Have questions?

Contact us to learn more.

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