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September 2013



### Welcome to *the Centre for Change Management* monthly bulletin

Welcome back after the summer. We hope you enjoyed the sunny warm weather as much as we did.

We are a growing qualifications centre, interested in the subject of organisational change. Our bulletin is designed to share our thoughts and insights in effective change management. Please share anything we publish with your clients and help us by adding your experiences and comments to our blog, twitter or facebook page:



If you'd like to know more about how our qualifications can add value to your change proposition, visit our website [www.c4cm.co.uk](http://www.c4cm.co.uk), email me at [amanda.muscat@c4cm.co.uk](mailto:amanda.muscat@c4cm.co.uk) or call me on 0117 230 5091.

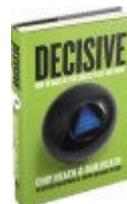
Regards

Amanda Muscat  
Marketing & Communications Director

## Making Decisions

a missing conscious competence?

In August we followed the 'silly season' idea by looking left field for inspiration in our blog, resulting in an article starting with [Big Science](#) and ending in decision making. There is an earlier article about [decision making](#) based on the Heath Brothers book on the topic. You can imagine that decision making is on my mind. Well it is and increasingly so.



Just this week, running a business game on a management course, I came across an excellent example of how not to do it. The course is run for staff in the armed forces who are leaving and it is part of their resettlement. One team in the game consisting of senior officers made a serious decision making error -- they made and froze their decision too early. Simply, they needed to bid for a contract with a fixed price. They put in their bid way before the deadline so it could not be withdrawn. However, in the game a significant rise in the cost of raw materials arose so their price would not make much profit for them after the cost increase. If they had waited until they needed to make the decision they would have had more information to make a better decision. As in real life, they won the bid and had to deliver the bid price. The lesson for the participants was obvious. The lesson for me was that even experienced senior managers can make a fundamental mistake in decision making.

I propose that decision making is a fundamental skill in change management, project management, and programme management. It should be there with risk management, communications management, information management, etc. All explicitly included in the skill set.

If information is of any use in a project or programme, it is for making informed decisions. A lot of effort is spent in project and programme

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## News

### Improved format for C4CM Online Modules

Following an update to our [moodle](#) based learning portal we have completely reconfigured the material for our courses into chunks. Each chunk is behind an icon on the main course page. This new format is much easier to work with for candidates.



We have aligned the social aspects of working with the course and tutor support. Overall this should be a much better experience for individuals seeking a C4CM qualification.

If you would like to offer our online courses under your brand please [email me](#).

ACMP Change Management Conference, October 1-3, London Heathrow Sofitel.

methods to identify and manage information. Yet no effort is put into using the information effectively.

What do you think? Send us a tweet (@C4ChangeMgt) to let us know. Follow us to see what is being said.



## Skills and training assessment



### Assessing skills and training

A recent meeting of training providers in the Growth Accelerator scheme produced some strange information. Only 1.4% of training is explicitly aimed at improving the change capability of growing companies in the scheme. This was the lowest by far of all of the classes. I can understand training on financial competence and good management. I can't understand the lack of change preparedness any more than I believe all these companies have excellent change capability.

We have a useful assessment tool looking at organisations and individuals which is designed to show what needs to be done to improve change capability. Look at our [change maturity model](#) on our web site. Have a go at the individual assessment tool.

If you believe any of your clients have growth potential and you would like to secure some government funds to provide training for the client then please [get in touch](#) with us.

For more about our qualifications and assessment visit our website [www.c4cm.co.uk](http://www.c4cm.co.uk).

If you are interested in including our qualifications in your learning portfolio please contact Amanda on 0117 230 5091 or email me at [amanda.muscat@c4cm.co.uk](mailto:amanda.muscat@c4cm.co.uk).



*C4CM™ is an EDI Licensed Centre. All of our qualifications are accredited by EDI as an approved qualification. EDI is itself accredited and authorised by the UK Government.*

Organised and sponsored by CMC this [conference](#) looks like the major change practice event this year. It is run in association with [Prosci](#), which those of you who read our blog will know is a source of some good practice in Change Management.

### #tweet of the week

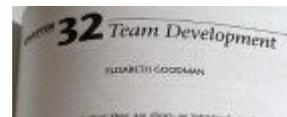
We re-tweet ideas and comment from close associates:

**Elisabeth Goodman**  
[@ecgoodman](https://twitter.com/ecgoodman)



**Congratulations to Elisabeth Goodman who has a chapter published in a new book:**

Delighted to receive my complementary copy of @GowerPublishing Handbook of People in Project Management #pmt!



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