

Case Study: Amazon – Change Management Foundation Training Success Story

theknowledgeacademy



Richard Gulick Jr

Senior Manager, Business Operations
Amazon

Why?

Richard Gulick Jr, a Senior Manager, Business Operations at Amazon, **wanted to strengthen his understanding of change management** to support large-scale transformation initiatives. His goal was to develop practical approaches for managing change and improving organisational alignment.

Solution

Richard chose **The Knowledge Academy** to complete the Change Management Foundation training due to its credibility and recognised training approach. The course provided structured insight into change management principles, organisational transformation, and effective approaches to supporting change initiatives.

Experience

Richard described the training experience as very **positive** and rated the course content **9 out of 10**. He highlighted that the trainer exceeded expectations and delivered the sessions in an engaging and effective manner.

Outcome

The training **enhanced Richard's understanding of change management**, providing new skills and effective ways of working. It also helped strengthen organisational alignment when implementing change across the business.

Results

- **Quality of Course Content:** 9/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Managed smoothly by organisation

Client Testimonial



Richard Gulick Jr

Senior Manager, Business Operations, Amazon



“The training experience was very positive, and the content provided useful materials and practical approaches to change management. The course introduced a common language for driving change and offered valuable skills that can be applied across the organisation. I would highly recommend The Knowledge Academy for its credible and effective learning approach.”