

Case Study: Carelon Global Solutions – Change Management Training Success Story

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Nandagopalan M

Assistant Manager Operations
Carelon Global Solutions

Why?

Nandagopalan M, an Assistant Manager in Operations at Carelon Global Solutions, wanted to **strengthen his readiness for future organisational changes** and develop a deeper understanding of Change Management. His aim was to gain practical knowledge that would support him in managing transitions effectively within his role.

Solution

Nandagopalan chose **The Knowledge Academy's** Change Management Foundation & Practitioner course based on the **quality and clarity of its training curriculum**, which aligned well with his professional development goals. The course offered a comprehensive framework for understanding change principles, helping him develop the capability to support smooth and structured change initiatives.

Experience

Nandagopalan described his learning experience as **excellent**. He rated the course **10 out of 10**, praising the trainer for providing clear input and strong subject expertise. He appreciated the seamless support throughout the process, which made the overall experience smooth and efficient.

Outcome

The training gave Nandagopalan a **clear understanding of how Change Management steps are carried out** from planning through execution. It strengthened his ability to guide teams through transitions, apply structured approaches, and contribute effectively to organisational improvement initiatives.

Results

- **Quality of Course Content:** 10/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Seamless and supportive

Client Testimonial



Nandagopalan M 

Assistant Manager, Operations, Carelon Global Solutions



“The training provided clear and insightful guidance on how Change Management steps are carried out. The delivery was excellent, and the trainer offered practical input that made the concepts easy to apply. I would certainly recommend The Knowledge Academy.”