

CHANGE MANAGEMENT

Implement and get others on board with change

◆ ABOUT THE COURSE

In the ever-changing landscape of work today, the ability to manage change effectively is critical. This session equips managers with tools to navigate change and support their teams through periods of transition.

We'll explore why people resist change; how to communicate with clarity and empathy; and practical strategies to build trust and resilience. You'll leave equipped to guide your team through change, reducing resistance and driving growth.

◆ SESSION AGENDA

01 The Psychology of Change

Understand the emotional stages people typically move through during change, and how to support your team at each one.

02 Types of Change

Explore the key drivers of change in today's workplace, from technology to workforce expectations.

03 Managing Change

Apply the 4Ps framework, Purpose, Picture, Plan and Part, to structure and lead change effectively.

04 Communicating Change

Learn why repeated, multi-channel communication is essential and how to make your messages land.

05 Resistance to Change

Use the Skill, Will, Hill model to diagnose why people resist change and how to respond.

06 Individual Change

Ask the right questions to help individuals process change and identify their own next steps.

07 Resilience and Adaptability

Learn how to reframe unhelpful thinking and build resilience when facing change.

FACILITATED SESSION

This is a coach-led session. Managers work on real situations from their teams, reflect on their behaviour, and practise applying the tools - leaving with actions, not just ideas.

◆ INTERACTIVE EXERCISES

Change Curve Reactions

In groups, brainstorm how people think and feel at each stage of the Change Curve, and what managers should do at each stage.

Changes at Your Company

List current or recent changes taking place at your organisation.

Purpose and Picture

Write the purpose of a real change at your company and create a vivid picture for what success will look like.

Counter-Arguments

Challenge three common excuses for under-communicating change and develop stronger responses.

Support a Team Member

Identify someone in your team experiencing change and plan a conversation to have with them this week.

The Cognitive Triangle

Apply the CBT Cognitive Triangle to a change you are currently facing and identify a more helpful way of thinking.

◆ LEARNING OUTCOMES

- ◆ Improved confidence and capability to lead and manage change.
- ◆ Skills to identify, understand and overcome resistance.
- ◆ Practical strategies to build employee buy-in and commitment.
- ◆ Stronger, more resilient teams that adapt well to change.