

# HUMAN SKILLS COURSE OVERVIEW

**Course Category:**  
Specialised Skills

**Course Name:**  
Change  
Management:  
*Management  
Practices for Adapting  
and Thriving*



**COURSE DURATION: 1 Day**

## Gauteng

3rd Floor, 34 Whiteley Road,  
Melrose Arch  
Johannesburg  
2196

## Gauteng


192 on Bram  
192 Bram Fischer Drive  
Ferndale, Randburg  
Johannesburg  
2160

## Cape Town

1st floor, TBE, 3 Bridgeway,  
Bridgeway Precinct,  
Century City,  
7411

## Durban

9 Mountview Close  
Broadlands  
Mount Edgecombe  
Durban  
4302

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## COURSE OVERVIEW

Participants will learn to develop essential skills and knowledge for managing and leading change within their organizations. This course is designed to help managers and leaders effectively navigate the complexities of change, ensuring that their teams can adapt and thrive in dynamic environments.

## COURSE OBJECTIVES

**By the end of this course, you will be able to:**

1. Understand the fundamentals of change management and its importance.
2. Develop strategies for effectively planning and implementing change initiatives.
3. Learn techniques to communicate change effectively to various stakeholders.
4. Enhance skills to manage resistance and foster a culture of adaptability.
5. Improve the ability to lead teams through transitions smoothly.
6. Create actionable plans to sustain change and ensure long-term success.

## COURSE OUTLINE

### Module 1: Introduction to Change Management

- Definition and importance of change management
- The change management process
- Key principles and models (e.g., Kotter's 8-step process, ADKAR model)
- The role of leadership in change management

### Module 2: Planning for Change

- Assessing the need for change
- Setting clear objectives and outcomes
- Developing a change management plan
- Identifying stakeholders and assessing impact

### Module 3: Communicating Change

- Crafting clear and compelling messages
- Strategies for effective communication
- Utilizing various communication channels
- Addressing concerns and questions transparently

### Module 4: Managing Resistance to Change

- Understanding common reasons for resistance
- Techniques for overcoming resistance
- Engaging and involving employees in the change process
- Building trust and credibility

### Module 5: Leading Through Change

- Characteristics of effective change leaders
- Inspiring and motivating teams
- Providing support and resources
- Leading by example and demonstrating commitment

### Module 6: Building a Culture of Adaptability

- Fostering an agile and flexible organizational culture
- Encouraging continuous learning and innovation
- Recognizing and rewarding adaptability
- Creating an environment that embraces change

### Module 7: Implementing Change Initiatives

- Executing the change management plan
- Monitoring progress and adjusting strategies
- Ensuring alignment with organizational goals
- Managing multiple change projects simultaneously

### Module 8: Sustaining Change

- Embedding change into organizational processes
- Measuring the success of change initiatives
- Ensuring ongoing support and reinforcement
- Addressing setbacks and maintaining momentum

## DELIVERY METHOD

### Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities in Johannesburg, Durban and Cape Town
- Virtual instructor-led training
- Nationally on-site at the client