

IMPLEMENTING AND MANAGING ORGANISATIONAL CHANGE



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TRAINING CENTER



Introduction

Implementing and Managing Organisational Change develops the practical skill of making change happen rather than announcing it. Most change programmes fail at implementation, not at design: plans underestimate resistance and overestimate appetite, managers are left without support, and momentum fades after the launch. This Implementing and Managing Organisational Change Training Course builds the capability to plan, execute, and sustain change properly. Participants examine change models, stakeholder mobilisation, communication, capability building, and resistance management. Furthermore, the course covers Kotter's eight steps, the ADKAR model, the Change Curve, the McKinsey 7S framework, and Prosci methodology tools. It also addresses measuring implementation progress and embedding change in routines. As a result, participants leave able to lead change that holds after the project team moves on.

Implementing and Managing Organisational Change Course Objectives

- Diagnose the type and scale of change facing an organisation.
- Apply Kotter's eight steps and the ADKAR model to change planning.
- Assess change readiness using the Change Curve and readiness assessment tools.
- Align strategy, structure, and systems using the McKinsey 7S framework.
- Map and mobilise stakeholders with powerinterest and influence analysis.
- Build change networks using champions, sponsors, and change agents.
- Manage resistance with structured diagnosis and response planning.
- Communicate change consistently using message houses and narrative.
- Build capability and support managers through transition.
- Measure implementation progress and sustain change with review cycles.



Course Methodology

The course applies interactive, practice-based methods:

- Facilitated workshops on live change implementation challenges.
- Case studies of successful and failed change programmes.
- Simulation of change governance and resistance scenarios.
- Role-play of change communication and difficult stakeholder conversations.
- Group work on change plans, readiness assessments, and communication materials.
- Action planning that converts each framework into an implementation commitment.

Who Should Take This Course

- Change and transformation managers.
- Programme and project managers.
- Department heads and business unit leaders.
- HR and organizational development professionals.
- Internal communication and engagement specialists.
- Consultants supporting change and transformation.

Implementing and Managing Organisational Change Course Outlines

Day 1: Foundations of Change Implementation

- Defining change, transition, and transformation.
- Understanding why change programmes fail at implementation.
- Reviewing change models: Kotter, Lewin, and Bridges' Transition Model.

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- Applying the ADKAR model to individual change.
- Assessing organisational change readiness and capacity.
- Diagnosing the change appetite in your organisation.
- Assessing your current change implementation practices.

Day 2: Planning, Governance, and Alignment

- Building a change strategy with clear objectives and success measures.
- Applying the McKinsey 7S framework to alignment.
- Designing change governance, roles, and decision rights.
- Building a change roadmap with phases and milestones.
- Identifying dependencies, risks, and resource requirements.
- Setting change KPIs with leading and lagging indicators.
- Drafting a change implementation plan.

Day 3: Stakeholders, Communication, and Resistance

- Mapping stakeholders with powerinterest and salience analysis.
- Building sponsor coalitions and change agent networks.
- Designing message houses and consistent narrative.
- Planning multi-channel change communication.
- Diagnosing resistance sources: loss, ambiguity, and distrust.
- Building a resistance management plan.
- Practising change communication in role-play.

Day 4: Capability, Support, and People Transition

- Applying the Change Curve to individual and team reactions.



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- Building manager capability to lead change locally.
- Designing training, coaching, and support interventions.
- Managing change fatigue and workload during transition.
- Supporting people through role change, redeployment, and exit.
- Addressing wellbeing during prolonged change.
- Designing a capability and support plan.

Day 5: Sustaining Change and Measuring Impact

- Measuring implementation progress with credible indicators.
- Running change reviews and course corrections.
- Embedding change in routines, systems, and performance management.
- Preventing reversion to old ways of working.
- Building change capability as an organisational strength.
- Reviewing change practice with honest feedback.
- Finalizing a personal change implementation action plan.

Conclusion

By successfully completing Implementing and Managing Organisational Change, participants will have acquired practical knowledge of change models, implementation planning, stakeholder mobilisation, resistance management, capability building, and change measurement. They will have gained skills in change planning and governance, stakeholder mobilisation and communication, resistance and capability management, and change measurement with sustainability practice, plus a personal action plan. Gentex Training Center designed this program to help organisations implement change that lasts.





FAQs

Q1 What is the "Implementing and Managing Organisational Change" course about?

It develops the practical skill of making change actually happen. Participants study change models, implementation planning, governance, stakeholder mobilisation, communication, resistance management, capability building, and change measurement.

Q2 What are the key benefits of the "Implementing and Managing Organisational Change" course?

Participants gain better-planned change, stronger stakeholder buy-in, and less resistance left unresolved. Organisations also see higher adoption of new ways of working, less change fatigue, faster benefits realisation, and fewer initiatives that quietly revert to old practice.

Q3 What skills will I gain from the "Implementing and Managing Organisational Change" course?

You will develop four core skills: change planning and governance, stakeholder mobilisation and communication, resistance and capability management, and change measurement with sustainability practice.



Q4 What tools, methods, or standards are covered in the "Implementing and Managing Organisational Change" course?

The course covers Kotter's eight steps, the ADKAR model, Lewin's change model, Bridges' Transition Model, the Change Curve, the McKinsey 7S framework, Prosci methodology tools, readiness assessment instruments, powerinterest and salience stakeholder mapping, message houses, change agent networks, resistance diagnosis tools, and leading and lagging change indicators.

Q5 How is the "Implementing and Managing Organisational Change" course applied in real-world practice?

Participants apply the methods to live change tasks, such as building a change roadmap, running a readiness assessment, designing a communication plan, preparing a resistance response, and reviewing implementation progress with sponsors. Each module ends with an action commitment, so learning transfers directly into change delivery.