

**LEADING PEOPLE
THROUGH CHANGE**



GENTEX[®]
TRAINING CENTER



Introduction

Leading People Through Change Training Course prepares managers and team leaders to guide their teams confidently through periods of organizational transformation. Change disrupts routines, tests morale, and challenges established ways of working, so leaders need practical tools to manage resistance and maintain productivity. This course explores proven change leadership models, including Kotter's 8-Step Process and the ADKAR framework, alongside communication strategies that build trust during uncertainty. Participants examine real workplace scenarios to understand how effective leadership sustains engagement, reduces resistance, and drives successful outcomes. Through structured exercises and collaborative discussion, attendees strengthen their ability to lead people with clarity, empathy, and purpose during transition.

Leading People Through Change Course Objectives

- Explain the psychological stages employees experience during organizational change
- Apply Kotter's 8-Step Change Model to structure transformation initiatives
- Use the ADKAR framework to assess individual readiness for change
- Develop communication plans that reduce uncertainty and build trust
- Identify sources of resistance and design strategies to address them
- Build stakeholder engagement plans that support change adoption
- Strengthen emotional intelligence skills for leading teams under pressure
- Design feedback loops to monitor employee sentiment during transitions
- Create action plans that sustain momentum after initial change rollout
- Align team goals with broader organizational change objectives

Course Methodology

- Interactive workshops applying Kotter's and ADKAR change models

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- Group discussions on real workplace change scenarios
- Role-play exercises for handling resistance conversations
- Practical tools for stakeholder mapping and communication planning
- Case study analysis of successful and failed change initiatives
- Structured feedback sessions to refine leadership approaches

Who Should Take This Course

- Team leaders and department managers guiding organizational change
- HR professionals supporting change management initiatives
- Project managers overseeing transformation or restructuring projects
- Senior executives sponsoring strategic change programs
- Supervisors responsible for maintaining team morale during transitions
- Professionals preparing to take on change leadership responsibilities

Leading People Through Change Course Outlines

Day 1: Understanding Change and Its Impact

- Defining organizational change and its common drivers
- Psychological stages of change: denial, resistance, acceptance
- The role of leadership during periods of transition
- Overview of Kotter's 8-Step Change Model
- Introduction to the ADKAR framework
- Common causes of change failure
- Case study: lessons from a failed transformation





Day 2: Building a Change Leadership Strategy

- Creating a sense of urgency for change initiatives
- Forming a guiding coalition of change champions
- Developing a clear vision and change strategy
- Aligning leadership messaging with organizational goals
- Setting measurable milestones for tracking progress
- Assessing organizational readiness for change
- Case study: strategy design in a successful transformation

Day 3: Communicating Through Uncertainty

- Principles of transparent and empathetic communication
- Tailoring messages for different stakeholder groups
- Managing rumors and misinformation during transitions
- Using town halls and feedback channels effectively
- Addressing emotional reactions with active listening
- Building trust through consistent leadership presence
- Case study: communication strategy during a merger

Day 4: Managing Resistance and Engagement

- Identifying root causes of employee resistance
- Applying influence techniques to encourage buy-in
- Empowering employees through participation and ownership
- Recognizing and rewarding early adopters of change
- Coaching underperforming team members through transitions

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- Monitoring engagement through pulse surveys
- Case study: turning resistance into support

Day 5: Sustaining Change and Building Resilience

- Embedding new behaviors into organizational culture
- Reinforcing change through recognition and accountability
- Measuring long-term success of change initiatives
- Building organizational resilience for future transitions
- Leadership self-reflection and continuous improvement
- Developing a personal change leadership action plan
- Case study: sustaining transformation beyond rollout

Conclusion

By successfully completing Leading People Through Change, participants will have acquired practical skills in change leadership, stakeholder communication, and resistance management essential for guiding teams through transformation. Attendees will leave equipped to apply structured models such as Kotter's process and ADKAR, build trust during uncertainty, and sustain momentum long after initial change efforts begin. This Training Course provides leaders with actionable strategies to strengthen team resilience and organizational adaptability. Gentex Training Center remains dedicated to developing leaders capable of guiding people confidently through change.

FAQs





Q1 What is the "Leading People Through Change" course about?

This course teaches leaders how to guide teams through organizational transformation. It covers change leadership models, communication strategies, and resistance management techniques, helping participants support employees emotionally and practically while maintaining productivity during periods of uncertainty and transition.

Q2 What are the key benefits of the "Leading People Through Change" course?

Participants gain stronger leadership confidence, improved communication skills, and practical tools for managing resistance. The course helps leaders reduce employee anxiety, maintain morale, and drive successful change outcomes, resulting in smoother transitions and stronger team performance.

Q3 What skills will I gain from the "Leading People Through Change" course?

Attendees develop change leadership, stakeholder communication, resistance management, and emotional intelligence skills. These competencies help leaders guide teams effectively through uncertainty, build trust during transitions, and sustain long-term engagement across the organization.



Q4 What tools, methods, or standards are covered in the "Leading People Through Change" course?

The course covers Kotter's 8-Step Change Model, the ADKAR framework, stakeholder mapping, and pulse survey techniques. These tools provide structured approaches for planning, communicating, and measuring the success of organizational change initiatives.

Q5 How is the "Leading People Through Change" course applied in real-world practice?

Participants apply change leadership frameworks to real workplace scenarios, including communication planning, resistance handling, and stakeholder engagement. This practical approach helps leaders translate theoretical models into effective strategies for guiding their own teams through transformation.