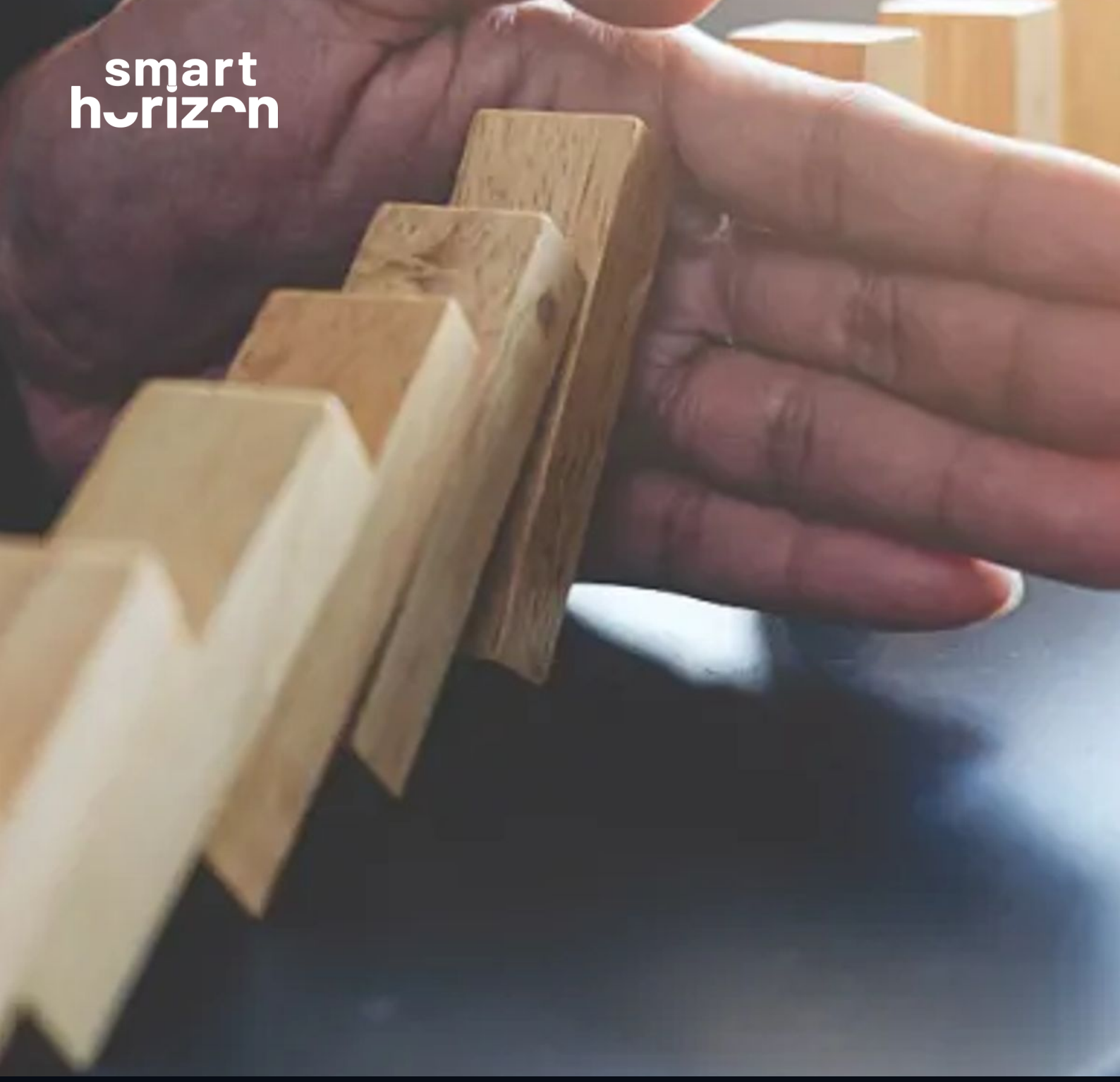


LEADERSHIP & MANAGEMENT | COURSE BROCHURE

# Change Management: Planning and Leading Organisational Change

5 days | Classroom training | English

**SMART HORIZON**

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# Course content

## Why attend

This course equips professionals with the skills to effectively plan and lead organisational change initiatives. Participants will explore change management theories, frameworks, and practical tools to navigate transitions, engage stakeholders, and sustain change efforts within their organisations.

Organisations frequently face the challenge of implementing change, whether due to market demands, technological advancements, or internal restructuring.
These changes can lead to resistance, confusion, and decreased morale if not managed effectively. Professionals must understand how to identify the need for change, assess its impact, and communicate effectively to ensure a smooth transition. This course addresses these challenges by providing participants with the necessary skills to analyse organisational readiness, create actionable plans, and engage stakeholders throughout the change process, ultimately fostering a culture that embraces change rather than resists it.
By mastering these skills, participants will be better equipped to lead their teams through complex transformations and achieve desired outcomes.
Participants will develop practical capabilities to lead change initiatives, including stakeholder analysis, communication strategies, and change impact assessments. By engaging in real-world scenarios, they will practice designing change plans, facilitating workshops, and addressing resistance.
This hands-on approach ensures that participants can apply what they learn directly to their organisations, enhancing their ability to lead successful change efforts. The course prepares professionals to make informed decisions, manage complex dynamics, and sustain momentum in change initiatives, equipping them with the tools to navigate the intricacies of organisational change effectively.
Participants will leave with actionable insights that can be immediately applied to their organisational contexts.

## Professional Problems This Course Is Designed to Solve

- Change plans that overlook people and stakeholder concerns.
- Inconsistent communication and resistance to new ways of working.
- Difficulty embedding and evaluating organisational change.

## Course methodology

The course employs a blend of interactive workshops, case studies, and group discussions to foster a deep understanding of change management principles. Participants will engage in role-playing exercises to simulate stakeholder interactions and practice communication strategies.
Each day culminates in a practical application where participants produce change management plans, stakeholder engagement strategies, and resistance management frameworks.
These tangible outputs provide participants with the tools necessary to implement change initiatives effectively in their



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workplaces, ensuring they leave with actionable insights and strategies that can be immediately applied to their organisational contexts.
This approach promotes collaborative learning and reinforces the application of theoretical concepts in practical scenarios.

## Course objectives

By the end of this course, participants will be able to:
• Analyse organisational readiness for change using diagnostic tools and frameworks.
• Design a comprehensive change management plan addressing key stakeholders and objectives.
• Assess the impact of change on organisational culture and employee engagement metrics.
• Justify communication strategies tailored to diverse stakeholder groups and their needs.
• Construct a resistance management framework to address potential challenges and concerns.
• Evaluate the effectiveness of change initiatives through feedback mechanisms and performance indicators.

## Target audience

This course is suitable for:
• Change Managers responsible for leading transformation initiatives and ensuring successful outcomes.
• HR Professionals involved in organisational development and change management processes.
• Project Managers overseeing change-related projects and team dynamics.
• Team Leaders tasked with implementing new processes or systems and managing team transitions.

## Target competencies

Participants will develop competencies in:
• Conducting change impact assessments to inform strategy and decision-making.
• Engaging stakeholders through effective communication techniques and feedback loops.
• Facilitating workshops to gather input, build consensus, and foster collaboration.
• Developing strategies to manage resistance to change and enhance buy-in.
• Evaluating the success of change initiatives through metrics and continuous improvement.
• Creating actionable plans for sustaining change efforts and embedding new practices.

## Course outline

### Day 1: Understanding Change Management Frameworks

Applied activity: Participants will analyse a fictional case study of an organisational change initiative, identifying key factors that contributed to its success or failure. They will work in groups to discuss their findings and propose alternative strategies for improvement, focusing on leadership roles and stakeholder engagement.
Output: A group presentation summarising the analysis and proposed strategies for effective change management.



# Course content

| | |
|---|---|
| **09:00–09:54** | Define change management and its critical importance in organisational success. |
| **09:54–10:48** | Explore key change management theories, models, and their practical applications. |
| **10:48–11:00** | Identify the stages of the change process and the roles of various stakeholders. |
| **11:00–11:30** | **Coffee break** |
| **11:30–12:12** | Identify the stages of the change process and the roles of various stakeholders. (continued) |
| **12:12–13:06** | Discuss the role of leadership in driving and supporting change initiatives. |
| **13:06–14:00** | Examine case studies of successful and failed change initiatives to derive lessons. |

## Day 2: Stakeholder Analysis and Engagement

Applied activity: Participants will conduct a stakeholder analysis for a fictional change initiative, identifying key stakeholders, their potential reactions, and strategies for engagement. They will develop a communication plan to effectively engage these stakeholders throughout the change process, ensuring alignment with organisational goals.
Output: A stakeholder engagement plan that includes tailored communication strategies and feedback mechanisms.

| | |
|---|---|
| **09:00–09:54** | Identify and map stakeholders impacted by change initiatives and their influence. |
| **09:54–10:48** | Assess stakeholder attitudes, readiness for change, and potential resistance. |
| **10:48–11:00** | Develop strategies for effective stakeholder engagement and communication. |
| **11:00–11:30** | **Coffee break** |
| **11:30–12:12** | Develop strategies for effective stakeholder engagement and communication. (continued) |
| **12:12–13:06** | Create communication plans tailored to different stakeholder groups and their concerns. |
| **13:06–14:00** | Explore tools for gathering stakeholder feedback and measuring engagement effectiveness. |

## Day 3: Designing and Implementing Change Plans

Applied activity: Working in teams, participants will design a change management plan for a fictional organisational change, detailing objectives, timelines, resources needed for implementation, and strategies for overcoming potential obstacles. They will present their plans to the group for feedback.
Output: A comprehensive change management plan document that outlines the approach and expected outcomes.

| | |
|---|---|
| **09:00–09:54** | Outline the components of a comprehensive change management plan and its objectives. |
| **09:54–10:48** | Develop objectives and key performance indicators for measuring change success. |
| **10:48–11:00** | Create an implementation timeline, resource allocation plan, and risk management strategies. |



# Course content

| | |
|---|---|
| **11:00–11:30** | **Coffee break** |
| **11:30–12:12** | Create an implementation timeline, resource allocation plan, and risk management strategies. (continued) |
| **12:12–13:06** | Discuss methods for training and supporting employees during change initiatives. |
| **13:06–14:00** | Explore techniques for monitoring, evaluating, and adjusting change plans as needed. |

## Day 4: Managing Resistance to Change

Applied activity: Participants will role-play a scenario where they must address resistance from employees during a change initiative. They will practice communication techniques and strategies to alleviate concerns and gain buy-in from stakeholders, focusing on empathy and active listening.
Output: A resistance management framework outlining strategies, techniques, and anticipated challenges.

| | |
|---|---|
| **09:00–09:54** | Identify common sources of resistance to change and their underlying causes. |
| **09:54–10:48** | Explore psychological aspects of change and typical employee reactions. |
| **10:48–11:00** | Develop strategies to address and mitigate resistance effectively during transitions. |
| **11:00–11:30** | **Coffee break** |
| **11:30–12:12** | Develop strategies to address and mitigate resistance effectively during transitions. (continued) |
| **12:12–13:06** | Role-play scenarios to practice resistance management techniques and communication strategies. |
| **13:06–14:00** | Evaluate the effectiveness of resistance management strategies and adapt as necessary. |

## Day 5: Evaluating Change and Sustaining Momentum

Applied activity: Participants will develop an evaluation plan for a fictional change initiative, including metrics for success, strategies for collecting feedback, and recommendations for sustaining change. They will present their plans to the group for discussion and refinement, ensuring practical applicability.
Output: An evaluation and sustainability plan for the change initiative that outlines success metrics and feedback strategies.

| | |
|---|---|
| **09:00–09:54** | Establish metrics for evaluating the success of change initiatives and their impact. |
| **09:54–10:48** | Discuss methods for collecting feedback post-implementation to inform future changes. |
| **10:48–11:00** | Explore strategies for sustaining change over time and embedding new practices. |
| **11:00–11:30** | **Coffee break** |



# Course content

| | |
|---|---|
| 11:30–12:12 | Explore strategies for sustaining change over time and embedding new practices. (continued) |
| 12:12–13:06 | Identify lessons learned and best practices for future change initiatives. |
| 13:06–14:00 | Create a culture of continuous improvement in change management practices. |

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

## Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Barcelona<br>Confirmed dates | 9 Nov 2026 | 13 Nov 2026 | **£2,840.-** |
| Online<br>Confirmed dates | 9 Nov 2026 | 13 Nov 2026 | **£1,250.-** |
| Dubai<br>Confirmed dates | 16 Nov 2026 | 20 Nov 2026 | **£3,150.-** |
| Online<br>Confirmed dates | 16 Nov 2026 | 20 Nov 2026 | **£1,250.-** |
| Frankfurt<br>Confirmed dates | 7 Dec 2026 | 11 Dec 2026 | **£2,650.-** |
| Online<br>Confirmed dates | 7 Dec 2026 | 11 Dec 2026 | **£1,250.-** |
| Kuala Lumpur<br>Confirmed dates | 14 Dec 2026 | 18 Dec 2026 | **£1,450.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 14 Dec 2026 | 18 Dec 2026 | **£1,250.–** |
| Paris<br>Confirmed dates | 4 Jan 2027 | 8 Jan 2027 | **£2,860.–** |
| Online<br>Confirmed dates | 4 Jan 2027 | 8 Jan 2027 | **£1,250.–** |
| Istanbul<br>Confirmed dates | 18 Jan 2027 | 22 Jan 2027 | **£2,650.–** |
| Online<br>Confirmed dates | 18 Jan 2027 | 22 Jan 2027 | **£1,250.–** |
| Vienna<br>Confirmed dates | 25 Jan 2027 | 29 Jan 2027 | **£2,940.–** |
| Online<br>Confirmed dates | 25 Jan 2027 | 29 Jan 2027 | **£1,250.–** |
| Amsterdam<br>Confirmed dates | 1 Feb 2027 | 5 Feb 2027 | **£2,540.–** |
| Online<br>Confirmed dates | 1 Feb 2027 | 5 Feb 2027 | **£1,250.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Singapore<br>Confirmed dates | 15 Feb 2027 | 19 Feb 2027 | **£2,820.-** |
| Online<br>Confirmed dates | 15 Feb 2027 | 19 Feb 2027 | **£1,250.-** |
| London<br>Confirmed dates | 1 Mar 2027 | 5 Mar 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 1 Mar 2027 | 5 Mar 2027 | **£1,250.-** |
| Dubai<br>Confirmed dates | 15 Mar 2027 | 19 Mar 2027 | **£3,150.-** |
| Online<br>Confirmed dates | 15 Mar 2027 | 19 Mar 2027 | **£1,250.-** |
| Rome<br>Confirmed dates | 29 Mar 2027 | 2 Apr 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 29 Mar 2027 | 2 Apr 2027 | **£1,250.-** |
| Frankfurt<br>Confirmed dates | 5 Apr 2027 | 9 Apr 2027 | **£2,650.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 5 Apr 2027 | 9 Apr 2027 | **£1,250.–** |
| Kuala Lumpur<br>Confirmed dates | 19 Apr 2027 | 23 Apr 2027 | **£1,450.–** |
| Online<br>Confirmed dates | 19 Apr 2027 | 23 Apr 2027 | **£1,250.–** |
| Paris<br>Confirmed dates | 3 May 2027 | 7 May 2027 | **£2,860.–** |
| Online<br>Confirmed dates | 3 May 2027 | 7 May 2027 | **£1,250.–** |
| Istanbul<br>Confirmed dates | 17 May 2027 | 21 May 2027 | **£2,650.–** |
| Online<br>Confirmed dates | 17 May 2027 | 21 May 2027 | **£1,250.–** |
| Cape Town<br>Confirmed dates | 31 May 2027 | 4 Jun 2027 | **£1,890.–** |
| Online<br>Confirmed dates | 31 May 2027 | 4 Jun 2027 | **£1,250.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Amsterdam<br>Confirmed dates | 7 Jun 2027 | 11 Jun 2027 | **£2,540.-** |
| Online<br>Confirmed dates | 7 Jun 2027 | 11 Jun 2027 | **£1,250.-** |
| Singapore<br>Confirmed dates | 21 Jun 2027 | 25 Jun 2027 | **£2,820.-** |
| Online<br>Confirmed dates | 21 Jun 2027 | 25 Jun 2027 | **£1,250.-** |
| London<br>Confirmed dates | 5 Jul 2027 | 9 Jul 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 5 Jul 2027 | 9 Jul 2027 | **£1,250.-** |
| Dubai<br>Confirmed dates | 19 Jul 2027 | 23 Jul 2027 | **£3,150.-** |
| Online<br>Confirmed dates | 19 Jul 2027 | 23 Jul 2027 | **£1,250.-** |
| Frankfurt<br>Confirmed dates | 2 Aug 2027 | 6 Aug 2027 | **£2,650.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 2 Aug 2027 | 6 Aug 2027 | **£1,250.-** |
| Rome<br>Confirmed dates | 9 Aug 2027 | 13 Aug 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 9 Aug 2027 | 13 Aug 2027 | **£1,250.-** |
| Kuala Lumpur<br>Confirmed dates | 16 Aug 2027 | 20 Aug 2027 | **£1,450.-** |
| Online<br>Confirmed dates | 16 Aug 2027 | 20 Aug 2027 | **£1,250.-** |
| Paris<br>Confirmed dates | 6 Sept 2027 | 10 Sept 2027 | **£2,860.-** |
| Online<br>Confirmed dates | 6 Sept 2027 | 10 Sept 2027 | **£1,250.-** |
| Istanbul<br>Confirmed dates | 20 Sept 2027 | 24 Sept 2027 | **£2,650.-** |
| Online<br>Confirmed dates | 20 Sept 2027 | 24 Sept 2027 | **£1,250.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Amsterdam<br>Confirmed dates | 4 Oct 2027 | 8 Oct 2027 | **£2,540.-** |
| Online<br>Confirmed dates | 4 Oct 2027 | 8 Oct 2027 | **£1,250.-** |
| Cape Town<br>Confirmed dates | 11 Oct 2027 | 15 Oct 2027 | **£1,890.-** |
| Online<br>Confirmed dates | 11 Oct 2027 | 15 Oct 2027 | **£1,250.-** |
| Singapore<br>Confirmed dates | 18 Oct 2027 | 22 Oct 2027 | **£2,820.-** |
| Online<br>Confirmed dates | 18 Oct 2027 | 22 Oct 2027 | **£1,250.-** |
| London<br>Confirmed dates | 1 Nov 2027 | 5 Nov 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 1 Nov 2027 | 5 Nov 2027 | **£1,250.-** |
| Dubai<br>Confirmed dates | 15 Nov 2027 | 19 Nov 2027 | **£3,150.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 15 Nov 2027 | 19 Nov 2027 | **£1,250.-** |
| Frankfurt<br>Confirmed dates | 6 Dec 2027 | 10 Dec 2027 | **£2,650.-** |
| Online<br>Confirmed dates | 6 Dec 2027 | 10 Dec 2027 | **£1,250.-** |
| Kuala Lumpur<br>Confirmed dates | 13 Dec 2027 | 17 Dec 2027 | **£1,450.-** |
| Online<br>Confirmed dates | 13 Dec 2027 | 17 Dec 2027 | **£1,250.-** |

## Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

## Contact Smart Horizon

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View the latest course details online