



Management And Leadership

CMI Certified Change Management

Course Introduction

Organizations today face constant shifts technology, customer demands, regulations, and market dynamics. **Change management** provides a structured approach to help individuals, teams, and organizations transition from a current state to a desired future state **with minimal disruption and maximum engagement**.

Without effective change management:

- Employees resist or misunderstand change
- Projects fail to meet objectives or ROI
- Productivity drops and morale suffers
- Valuable talent may leave the organization

With effective change management:

- People feel informed, involved, and supported
- Adoption of new systems or processes improves
- Leaders can align teams faster and smoothly
- Organizations stay agile, competitive, and resilient

In short, **change management bridges the gap between strategy and execution** by focusing on people, not just processes.

This interactive 3-day training program equips professionals with practical tools and frameworks to understand, lead, and adapt to organizational change.

Participants will explore key models such as VUCA, the Kübler-Ross Curve, Kotter's 8 Steps, and the ADKAR model. The course blends engaging activities, simulations (like the Change Tower game), self-assessments, and real-world case studies to develop both personal and organizational change readiness.

Target Audience

- First-line and mid-level managers
- Team leaders and project coordinators
- HR professionals.

Learning Objectives

By the end of this program, participants will be able to:

- **Recognize the drivers of change** in modern business environments and articulate why change is essential, especially in volatile, uncertain, complex, and ambiguous (VUCA) contexts.
- **Identify common emotional and behavioral responses** to change using the Kübler-Ross model and reflect on their own reactions during past change experiences.
- **Apply the Kotter 8-Step Model** to plan and evaluate organizational change efforts, identifying key phases and practical actions for each step.
- **Analyze root causes of resistance to change** and explore constructive techniques to address resistance at both individual and team levels.

- **Evaluate roles and responsibilities in change initiatives**, including leadership roles, change agents, and frontline influencers.
- **Assess change readiness and capabilities** through self-evaluation tools and peer feedback to identify personal development areas.
- **Understand and apply the ADKAR model** to real-life organizational change cases, crafting deliverables that drive awareness, desire, knowledge, ability, and reinforcement.
- **Design a personalized action plan** using the "Start, Stop, Continue" method to implement insights and behaviors learned during the training.
- **Collaborate effectively in group discussions and activities**, leveraging diverse perspectives to co-create solutions to change-related challenges.

Course Outline

- **01 Day One**

Understanding Change:

- Icebreaker & recap
- Introduction to change: VUCA, emotional reactions (Kübler-Ross), personal vs. organizational change
- Interactive simulation: Change Tower (Jenga)
- Group discussion: Resistance to change
- Self-assessment: Change readiness

- **02 Day Two**

Leading Change

- Recap quiz & energizer game
- Deep dive: Kotter's 8 Steps for Change
- Group work: Applying the Kotter model to real examples
- Roles in change: Leadership, influencers, enablers

- Case study: Why change failsTeam reflection and recap quiz
- **03 Day Three**

Applying Change Models

- Warm-up and review
- ADKAR in Action: Group-based scenario application
- Team presentations and feedback
- Closure activity: “Start, Stop, Continue”
- Final reflections and action plans

Confirmed Sessions

| FROM | TO | DURATION | FEES | LOCATION |
|---------------|---------------|----------|------------|------------------|
| June 23, 2025 | June 25, 2025 | 3 days | 3820.00 \$ | UAE - Dubai |
| Aug. 18, 2025 | Aug. 20, 2025 | 3 days | 4520.00 \$ | England - London |
| Nov. 17, 2025 | Nov. 19, 2025 | 3 days | 3820.00 \$ | UAE - Abu Dhabi |