
Table of Contents: Principles of Change Management & ADKAR for Line Managers

4-Hour Online Training Programme

OUTLINES

Module 1: Introduction to Change Management (30 minutes)

- 1.1 What is Change Management?
 - 1.2 Why Change Fails: Common Pitfalls
 - 1.3 Role of Line Managers in Driving Successful Change
 - 1.4 Understanding Employee Reactions to Change
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Module 2: Change Management Principles (45 minutes)

- 2.1 Key Principles: Transparency, Communication, Engagement
 - 2.2 Managing Resistance at the Frontline
 - 2.3 Psychological Aspects of Change (Comfort Zone, Fear, Uncertainty)
 - 2.4 Case Example: A Simple Change Initiative in a Team
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Module 3: Introduction to the ADKAR Model (30 minutes)

- 3.1 Overview of ADKAR (Awareness, Desire, Knowledge, Ability, Reinforcement)
 - 3.2 Why ADKAR Works for Line Managers
 - 3.3 When to Use ADKAR in Day-to-Day Operations
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Module 4: Deep Dive into ADKAR Components (1 hour 15 minutes)

A – Awareness

- 4.1 Communicating the “Why” of Change
- 4.2 Examples of Clear vs. Poor Awareness Messaging

D – Desire

- 4.3 Motivating Employees to Engage
- 4.4 Handling Negative Reactions & Low Motivation

K – Knowledge

- 4.5 Training Employees for the Change
- 4.6 Setting Expectations & Providing Resources

A – Ability

- 4.7 Coaching, Observation & Support
- 4.8 Removing Barriers to Performance

R – Reinforcement

- 4.9 Monitoring Progress & Recognizing Wins
 - 4.10 Preventing Relapse into Old Behaviors
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Module 5: Applying ADKAR to Real Work Situations (45 minutes)

- 5.1 Group Exercise: Applying ADKAR to a Current/Upcoming Change
- 5.2 Role-Play Scenarios: Communicating Each Phase
- 5.3 Tools & Templates for Line Managers
- 5.4 Identifying Quick Wins for Their Teams

Module 6: Wrap-Up & Action Planning (15 minutes)

- 6.1 Summary of Key Learning Points
 - 6.2 Personal Action Plan for Line Managers
 - 6.3 Q&A and Next Steps
 - 6.4 Evaluation and Feedback
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