
Table of Contents: **Change Management - Foundation**

Course Duration: 24 Hours (3 Sessions)

OUTLINES

Day 1 – Foundations of Change (8 Hours)

1. Introduction to Change Management (1 hr)

- Definition, scope, and importance
- Why organizations need change management
- Difference between change management & project management

2. Understanding Change (1.5 hrs)

- Drivers of change (internal & external factors)
- Types of organizational change (strategic, structural, process, cultural)
- Examples from industry

3. Change Management Models & Frameworks (2 hrs)

- Lewin's 3-Step Model
- ADKAR Model
- Kotter's 8-Step Change Model
- Pros & cons of each

4. Psychology of Change (1.5 hrs)

- Human response to change
- Change curve (Kubler-Ross model)
- Overcoming resistance

5. Case Study & Group Activity (2 hrs)

- Real-world organizational change case
 - Group discussion: Mapping change using models
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Day 2 – Tools, Techniques & Communication (8 Hours)

1. Role of Leadership in Change (1 hr)

- Change leadership vs. change management
- Leader as a change agent

2. Stakeholder Analysis & Engagement (2 hrs)

- Identifying stakeholders
- Stakeholder mapping & influence matrix
- Strategies for engagement

3. Change Communication (2 hrs)

- Principles of effective communication during change
- Communication planning & channels
- Crafting key messages

4. Managing Resistance (1.5 hrs)

- Sources of resistance
- Practical strategies to handle resistance
- Role-play exercise

5. Workshop: Designing a Change Plan (1.5 hrs)

- Elements of a successful change plan
 - Group activity: Create a mini change plan
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Day 3 – Implementation & Sustaining Change (8 Hours)

1. Change Implementation Strategies (2 hrs)

- Phased vs. Big Bang approach
- Pilot testing
- Monitoring progress

2. Measuring Change Success (1.5 hrs)

- KPIs for change management
- Feedback loops & performance metrics

3. Embedding & Sustaining Change (2 hrs)

- Institutionalizing new behaviors
- Culture alignment
- Continuous improvement

4. Change Management Tools & Technology (1 hr)

- Digital tools for change tracking
- Collaboration & project management tools

5. Capstone Activity & Simulation (1.5 hrs)

- Group simulation: Managing a change initiative end-to-end
- Presentations & peer feedback

6. Wrap-up & Certification (30 mins)

- Key learnings recap
 - Q&A and closing remarks
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