

Advanced Change Mgmt: PCT & ADKAR Models

Learn to apply the PCT and ADKAR models to diagnose, plan, execute and sustain organisational change.

2 Days

16 HOURS

8

MODULES

42

TOPICS

4

HANDS-ON ACTIVITIES

2 Sessions

COURSE OVERVIEW

This course covers advanced change management foundations, including the strategic purpose, people-side impact and business case for change. It examines the PCT Model in depth, using the PCT Assessment to identify leadership, sponsorship and integration risks, and the ADKAR Model for diagnosing behavioural barriers and adoption gaps. It then works through the three phases of a change strategy: preparing an approach, managing change through sponsor, communication, training and resistance plans integrated with project management, and sustaining outcomes through ownership transfer, performance assessment and institutionalisation. The course concludes with a capstone simulation applying PCT, ADKAR, planning and sustainment in an end-to-end change project.

WHO THIS COURSE IS FOR

Change Managers

Project Managers

Organisational Development Professionals

People Managers

Change Practitioners

LEARNING OBJECTIVES

- Explain the strategic purpose and business case for change management
- Analyse PCT components to assess leadership and sponsorship maturity
- Apply the PCT Assessment to identify project risk trends
- Diagnose behavioural barriers at each stage of the ADKAR model
- Interpret ADKAR diagnosis tools such as templates and pulse surveys
- Plan a change strategy covering success measures, impact and approach
- Develop sponsor, communication, training and resistance management plans
- Assess performance and sustain adoption to institutionalise change

Certification

Certification review included in the Final Capstone module

COURSE SYLLABUS

8 Modules, 42 Topics

DAY 1

8 hours

01

1 hour

Change Management Foundations (Condensed)

Only advanced essentials retained

TOPICS

- Strategic purpose and value of change management
- **The people side of change:** behavioural impact, psychological triggers
- ROI of change management (business case, cost of poor adoption)
- Quick case analysis (Fail vs. Success comparison)

02

2 hours

Practical Activity

PCT Model – Advanced Application

Cutting down basic explanations

DEEP DIVE INTO PCT COMPONENTS

Leadership/Sponsorship maturity · CM vs Project integration performance

Using the PCT Assessment to identify risks

03

3 hours

Activity

ADKAR Model – Advanced Diagnostics

Focusing on application, diagnosis, and gap resolution

TOPICS

- Fast ADKAR overview (5–7 mins recap)
- Understanding behavioural barriers at each ADKAR stage
- Using ADKAR problem-diagnosis tools (templates, interviews, pulse surveys)
- Link ADKAR outcomes to organizational adoption metrics

04

2 hours

Micro-Workshop

(Part A): Phase 1 – Prepare Approach (Advanced Strategy)**DEFINE SUCCESS**

- KPI alignment with business outcomes
- Measuring behavioural adoption vs. deliverables

DEFINE IMPACT

- Depth of impact analysis (role mapping, process-change severity)
- Identifying high-risk impact zones

DEFINE APPROACH

- Culture, readiness, and historical barriers
- Change characteristics (complexity mapping)
- Resistance risk heat-map

DAY 2

8 hours

04

1 hour

(Part B): Prepare Approach – Hands-On Project Work**TOPICS**

- Participants finalize their CM strategy for a selected project
- Peer review + facilitator feedback

05

4 hours

Activity

Phase 2 – Manage Change (Plan, Integrate, Execute)**DEVELOP CHANGE MANAGEMENT PLANS
(ADVANCED ONLY)**

- **Sponsor Plan:** driving visible leadership
- **People Manager Plan:** coaching scripts, objection-handling
- **Communications Plan:** targeting personas, timing logic
- **Training Plan:** proficiency mapping
- **Resistance Management Plan:** root-cause analysis tools

INTEGRATING WITH PROJECT MANAGEMENT

- Aligning milestones, RAID logs, and approval gates
- Embedding CM tasks within Agile/Waterfall environments

EXECUTION & TRACKING

- Adoption, usage, proficiency metrics
- Engagement dashboards

Phase 3 – Sustain Outcomes (Advanced Sustainability Tools)

TRANSFER OWNERSHIP

- Handover framework for operational leaders
- Accountability mechanisms

ASSESS PERFORMANCE

- Using ADKAR & business KPIs to measure ROI
- Gap-analysis workshop

SUSTAIN ADOPTION

- Reinforcement models
- Avoiding regression

CORRECTIVE ACTIONS

- Behavioural interventions
- Re-communication / re-training strategies

INSTITUTIONALIZE CHANGE

- Embedding into culture, SOPs, and performance systems
- Building long-term change capability

Final Capstone: Change Project Simulation & Assessment

1 hour

TOPICS

- End-to-end application: PCT → ADKAR → Plans → Sustain
- Practical exam or group presentation
- Certification review

HANDS-ON ACTIVITIES

Practise What You Learn

#	MODULE	ACTIVITY
02	PCT Model – Advanced Application	Practical Activity: Participants perform a real-project PCT Assessment and interpret risk trends
03	ADKAR Model – Advanced Diagnostics	Activity: Create an ADKAR profile for one employee group + identify corrective strategies
04	(Part A): Phase 1 – Prepare Approach (Advanced Strategy)	Micro-Workshop: Build a high-level CM strategy for a hypothetical transformation
05	Phase 2 – Manage Change (Plan, Integrate, Execute)	Activity: Create a combined CM + PM integrated execution roadmap

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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