



Consulting and Training | Reach New Heights

Course Name

CMI Certified Change Management

Sector Name

Management And Leadership

Document Type

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Course Introduction

Organizations today face constant shifts in 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 more 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.

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Target Audience

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

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Learning Objectives

- ✓ 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.

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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

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Course Outline

✓ 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

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Course Outline

✓ **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

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Nov. 23, 2026	Nov. 25, 2026	3 days	3250.00 \$	UAE , Abu Dhabi
Jan. 17, 2027	Jan. 19, 2027	3 days	3250.00 \$	KSA , Riyadh
July 5, 2027	July 7, 2027	3 days	3250.00 \$	UAE , Dubai
Aug. 30, 2027	Sept. 1, 2027	3 days	3950.00 \$	England , London

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