



PB INSTITUTE OF RESEARCH AND TECHNOLOGY

P.O Box 21457-00100

Nairobi - Kenya

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Leading Change in the Modern Workplace

Duration: 10 days

On-Site

01 Who Should Attend

- Human resources professionals
- Project and programme managers
- Business transformation professionals
- Team leaders
- Operations managers
- Administrative and office professionals
- IT and digital transformation professionals
- Government and public-sector managers
- NGO and development-sector professionals
- Professionals involved in organizational transformation

02 About the Course

Effective Change Management in the Modern Workplace is a practical training course designed to equip professionals and organizational leaders with the knowledge, tools, and strategies required to successfully manage organizational change. The course explores the human and operational dimensions of change, including change readiness, stakeholder engagement, communication, resistance management, leadership, culture, and adoption. Participants will learn how to assess the impact of change, develop practical change strategies, communicate effectively with affected stakeholders, manage resistance, and support employees through transitions while maintaining organizational performance and continuity.



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03 Workshop Objectives

- Understand the principles and frameworks of change management.
- Identify and analyze the impact of change on office environments.
- Develop and implement effective change management plans.
- Communicate change initiatives clearly and effectively.
- Identify and address resistance to change.
- Foster a culture of adaptability and resilience.
- Utilize change management tools and techniques.
- Understand the role of leadership in managing change.
- Develop strategies for post-change evaluation and sustainability.
- Implement strategies for managing change fatigue.
- Enhance their ability to navigate and manage organizational changes.
- Improve their ability to support colleagues during transitions.
- Contribute to smoother and more successful change implementations.
- Stay up-to-date with the latest trends and best practices in change management.
- Become a more adaptable and effective professional in dynamic office environments.
- Understand ethical considerations in change management.
- Learn how to use change management tools and software effectively for office environments.

04 Module Topics

Module 1: Foundations of Change Management in Office Settings



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- Understanding the nature of change and its impact on office environments.
- Exploring common drivers of change in modern offices (technology, restructuring, etc.).
- Key change management models and frameworks (e.g., Lewin's Change Model, Kotter's 8-Step Model).
- The importance of proactive change management.
- Identifying the roles and responsibilities in managing change.

Module 2: Assessing and Analyzing Change Impact

- Conducting a change impact analysis.
- Identifying stakeholders and their potential reactions to change.
- Analyzing the impact of change on workflows, processes, and tools.
- Evaluating the emotional and psychological impact of change.
- Developing a readiness assessment for change.

Module 3: Developing and Implementing Change Management Plans

- Creating a comprehensive change management plan.
- Setting clear objectives and measurable outcomes.
- Developing communication and training strategies.
- Identifying and allocating resources for change initiatives.
- Establishing a timeline and milestones for the change process.

Module 4: Effective Communication Strategies for Change

- Developing clear and consistent messaging.
- Utilizing various communication channels to reach all stakeholders.
- Addressing concerns and providing timely updates.
- Building trust and transparency through open communication.
- Managing communication during periods of uncertainty.

Module 5: Addressing Resistance to Change



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- Understanding the root causes of resistance.
- Developing strategies for identifying and mitigating resistance.
- Utilizing change agents and champions.
- Addressing concerns and providing support to affected employees.
- Turning resistance into engagement.

Module 6: Fostering a Culture of Adaptability and Resilience

- Building a culture of continuous improvement.
- Encouraging flexibility and openness to change.
- Developing strategies for managing stress and change fatigue.
- Promoting a positive and supportive work environment.
- Celebrating successes and learning from challenges.

Module 7: Utilizing Change Management Tools and Techniques

- Implementing change management tools (e.g., stakeholder analysis templates, communication plans).
- Utilizing project management tools for change initiatives.
- Leveraging technology to support change implementation.
- Monitoring and evaluating change progress using data and metrics.
- Applying change management best practices.

Module 8: The Role of Leadership in Managing Change

- Understanding the importance of leadership support in change initiatives.
- Developing leadership skills for navigating change.
- Providing clear direction and vision.
- Empowering employees and fostering collaboration.
- Leading by example and demonstrating adaptability.

Module 9: Post-Change Evaluation and Sustainability



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- ▶ Conducting post-change reviews and assessments.
- ▶ Identifying areas for improvement and lessons learned.
- ▶ Implementing strategies for sustaining change.
- ▶ Developing a feedback loop for continuous improvement.
- ▶ Planning for future changes and building organizational agility.