



LEADERSHIP AND MANAGEMENT DEVELOPMENT

Human Centred Change Management

5 day course

Classroom, online or in-house

Course overview

This programme develops change managers with the behaviours, skills and structured frameworks needed to lead transformation effectively. It blends personal development, communication, stakeholder engagement and practical implementation tools, so delegates can influence without authority, navigate the emotional and cultural response to change, and deliver improvements that hold once the project team has moved on. The course works through the major structured frameworks in turn, covering Kotter, Lewin, McKinsey 7-S, ADKAR, Kübler-Ross, SCARF, Edmondson and Bridges, and applies them across people, processes and technology. Delegates leave with a communication and action plan for a change initiative in their own organisation.

What you will learn

- Define the key terminology, models and frameworks of strategic and tactical change management
- Explain the impact of organisational change on people, processes and systems, including the causes of inaction and interference
- Demonstrate techniques to secure stakeholder buy in and raise engagement across organisational levels
- Use project management tools to plan, schedule and execute a structured change initiative
- Differentiate resistance behaviours, analyse their underlying causes and select appropriate mitigation
- Appraise current culture and processes to identify high impact opportunities for transformation
- Formulate a communication and action plan to drive, embed and sustain change

Who should attend

- Internal auditors, management consultants and human resources professionals
- Aspiring and active change practitioners
- Project and operations leaders
- Senior leaders and strategic managers
- Anyone preparing for or experiencing organisational, structural or technological change

Course outline

- 01** Day 1: defining the change manager, leading by influence rather than authority, communication skills and reactions to change
- 02** Day 2: the mechanics of implementation, stakeholder management, employee engagement and project management for change
- 03** Day 3: Kotter's eight step model, from urgency and guiding coalition through to making the change stick
- 04** Day 4: Lewin's unfreeze, change and refreeze, the McKinsey 7-S framework, Prosci ADKAR and the Kübler-Ross change curve
- 05** Day 5: SCARF, Edmondson on psychological safety and the Bridges transition model
- 06** Day 5: negotiation during transition, principled negotiation and the five negotiation styles
- 07** Day 5: review, key lessons learned and a personal action plan

Upcoming dates

Dates	Venue	Format	Fee per delegate
18 to 22 January 2027	Mbabane, Eswatini	Classroom	R19,950
1 to 5 February 2027	Durban, South Africa	Classroom	R19,950
8 to 12 March 2027	Online	Online	R8,500



Fees and how to register

This 5 day course is **R8,500** per delegate online, **R19,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 1,325** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afiscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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