Unleashing Your Potential

IMSIMBI TRAINING

Course Outline

Change Management

2 DAYS

This course is accredited by the Services Seta and the material covers unit standards at level 5: 252021 with 8 credits.

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.







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Course Objectives

Welcome to the exciting world of Change Management

Welcome to this course on Change Management in South Africa. In today's rapidly evolving social, economic, and technological environment, organisations across both the public and private sectors are required to adapt continuously to remain competitive, sustainable, and responsive to stakeholder needs. Effective change management is therefore no longer optional — it is an essential leadership and organisational capability.

Change is one thing that one can guarantee that it is always with us. Change is something that we need to learn to live with and embrace. We need to be able to understand and manage change appropriately. This course will help you understand and apply the principles of change management in the workplace. Change is the only constant that we can rely on in the business world.

South Africa presents a unique and dynamic context for change management. Organisations operate within a diverse society shaped by historical transformation, regulatory reform, digital innovation, globalisation, and ongoing socio-economic challenges. Leaders and employees must navigate issues such as organisational restructuring, transformation initiatives, skills development, technological adoption, and cultural diversity while maintaining productivity and employee engagement.

This course explores the principles, theories, and practical applications of change management within the South African environment. Learners will gain an understanding of how change affects individuals, teams, and organisations, as well as the strategies required to implement change successfully and sustainably. The course also considers the importance of ethical leadership, communication, stakeholder engagement, and inclusivity during periods of transition. Throughout the programme, participants will examine both local and global change management models, analyse real-world case studies, and develop practical skills to lead and support organisational change effectively. Attention will be given to the South African legislative, cultural, and business landscape to ensure that learners can apply change management practices in a relevant and meaningful way.

Whether you are a manager, team leader, HR practitioner, entrepreneur, or aspiring professional, this course will provide valuable insights and practical techniques to help you navigate and lead change with confidence and effectiveness.





Course Outcomes

Upon completing this course, the participants will be equipped to:

- Understand the fundamentals of change management;
- Identify drivers and barriers to organisational change;
- Apply change management models and tools;
- Manage resistance to change constructively;
- Lead teams through periods of uncertainty and transition; and
- Support sustainable organisational transformation in the South African context.
- Be familiar with change management terminology, concepts, and definitions
- Be able to conduct an effective planning process within a public or private sector context
- Understand the difference between planned and reactive approaches to change
- Understand the nature of resistance and develop creative approaches to the management of conflict
- Identify and understand key elements of the organisational change process





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MODULE 1: SELF AWARENESS

- Personal Awareness - the importance of knowing yourself
- Emotional Intelligence – Goleman's 5 core competencies
- Johari's window – areas of self-knowledge
- Organisational Awareness- What is Organisational Culture?

  SWOT analysis to determine readiness for change

MODULE 2: ORGANISATIONAL CHANGE

- What is change?
- Change - its impact on organisational sustainability
- Areas of organisational change (Structure, Technology, Task and People)
- Type of Organisational change (Anticipatory, Reactive, Incremental, Strategic)
- Change categories
- Change management - Some definitions
- Change management basics
- Role players
- Motivate the need for change
- Misconceptions about change





MODULE 3: THE NEED FOR CHANGE

- Analysing an area of the business that needs change
- Change management a process not an event
- 4 steps of Change management
- Role and competencies of a change leader
- What top management should be doing during each phase (Planning, Design, Implementation)
- Leadership and Change
- Management styles during change (Collaborative, Consultative, Directive, Coercive)
- Identify External Factors (Demographic Characteristics, Technological Advancements, Market Changes, Social and Political Pressures)
- Current and Future states
- Identify Core change issues
- Decide to change





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MODULE 4: CHANGE MODELS TO GUIDE CHANGE IMPLEMENTATION

- Characteristics of Change models
- Change management methodology
- Change management deliverables
- Change management Models and Theories (System's Model for Change, Lewin's Change Model, Integrated Strategic Change Model)
- ADKAR
- Change Process model
- Recommendations for Change
- Smart goals
- Implement Change
- Create an action plan
- Create a project plan
- Stakeholder management
- Human response to change
- The resistance zoo



