



# Change Management Fundamentals

**Course #:** PS-100      **Duration:** 1 day

## Prerequisites

None

## Details

Organizational change rarely fails because of poor strategy or insufficient planning. It fails because people struggle to adapt, disengage, or revert to old behaviors when change becomes difficult.

This course provides a practical, human-centered introduction to change management. Participants learn how change impacts people, why resistance occurs, and what helps individuals and teams move forward during periods of uncertainty and disruption. The course focuses on adoption and performance rather than formal change frameworks or leadership theory.

Rather than training participants to manage large-scale change initiatives, this course equips professionals with the understanding and tools they need to respond to change more effectively, support others through transitions, and maintain performance while change is underway.

### Learning Objectives:

- Explain why change initiatives often struggle despite good intentions
- Describe how people typically experience change
- Recognize common emotional and behavioral responses to change
- Identify sources of resistance and disengagement
- Apply practical strategies to support adoption and adjustment
- Maintain focus and performance during periods of transition
- Respond more effectively to change in their own role

## Software Needed

None

## Outline

### Change Management Fundamentals

- **Understanding Change in Today's Workplace**
  - Why change is constant, not episodic
  - The difference between change and transition
  - Common myths about change management
  - Why communication alone does not drive adoption
- **Why Change Efforts Fail**
  - Misalignment between strategy and behavior
  - Overload, fatigue, and competing priorities

- Lack of clarity and ownership
- Ignoring the human experience of change
- **How People Experience Change**
  - Emotional and cognitive responses to change
  - Loss, uncertainty, and perceived risk
  - The change curve as a practical lens
  - Why resistance is a natural response
- **Understanding Resistance**
  - What resistance really looks like at work
  - Passive resistance and disengagement
  - Fear, identity, and loss of control
  - Distinguishing resistance from valid concern
- **Supporting Adoption and Adjustment**
  - What helps people move forward
  - Clarity, involvement, and reinforcement
  - Addressing WIIFM in practical ways
  - Small actions that support behavior change
- **Roles and Responsibilities During Change**
  - What leaders, managers, and team members influence
  - Shared responsibility for adoption
  - Managing expectations during transition
  - Avoiding role confusion and burnout
- **Maintaining Performance During Change**
  - Setting realistic expectations
  - Managing workload and priorities
  - Preventing change fatigue
  - Supporting focus and follow-through
- **Communicating Change Effectively**
  - What people need to hear during change
  - Consistency and credibility
  - Addressing uncertainty without false certainty
  - Reinforcing messages over time
- **Practical Change Scenarios**
  - Common workplace change situations
  - Identifying points of breakdown
  - Applying course concepts to real examples
  - Responding constructively to resistance
- **Applying Change Management Fundamentals**
  - Personal strategies for navigating change
  - Supporting colleagues and teams
  - Practical guidelines for everyday use
  - Preparing for performance and resilience skills