

Leading Change in Uncertain Times ©

Tools to give clarity, manage resistance and support teams and organizations through transition.



Have you ever seen a change initiative slow down because people were confused, sceptical, silent or apparently aligned — but nothing really moved forward? And then managers are left dealing with mixed messages, passive resistance, emotional reactions and unclear ownership.

Leading in Change© helps managers lead change as a transition process, not just as a communication cascade. The course gives them practical tools to understand how people react to change, address resistance, communicate with more clarity and direction, and create the follow-up and support needed for change to actually move forward.

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• Who is it for?

- Managers and team leaders
- People managers leading teams and organizations through new priorities, systems, processes or ways of working
- Managers responsible for communicating and implementing change locally
- Leaders working with teams affected by uncertainty, resistance or change fatigue

• What will you learn?

How to...

- decode people's reactions to change and uncertainty
- recognize active resistance, passive resistance and disengagement
- communicate change with clearer direction, message and frequency
- handle concerns, emotions and pushback more constructively
- create follow-up, support and accountability during transition

• What to expect?

- A practical framework for leading people through change, not just announcing it
- Concrete tools for managing resistance, clarifying expectations and communicating change
- Realistic case studies on scepticism, false buy-in, silence and lack of follow-through
- Applied exercises on stakeholder concerns, team communication and transition planning
- Practical tactics for supporting people through uncertainty while keeping ownership and progress visible

• How is it delivered?

FORMAT

In-class or online

DURATION

2 days / 12 hours

COHORT

Groups of up to 12 participants