Haward Technology Middle East

COURSE OVERVIEW PM0670
Change Management-PM

Course Title
Change Management-PM

Course Date/Venue
July 20-24, 2025/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE

Course Reference
PM0670

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes real-life case studies and exercises *where participants will be engaged in a series of interactive small groups and class workshops.*

This course is designed to provide participants with a detailed and up-to-date overview of Change Management. It covers the change in projects, the role of project managers in change and change management frameworks and models; assessing cultural and structural readiness and identifying change capacity, resilience and readiness assessment tools; the stakeholder change impact analysis and developing a change management plan; the stakeholder engagement strategy, communication planning for change and resistance management and mitigation; identifying skill gaps due to change and designing and delivering training plans; and the reinforcement through job aids, coaching including post-training evaluations and adjustments.

Further, the course will also discuss the execution of organizational change, aligning project execution with change and the role of leadership in execution; maintaining engagement throughout change and monitoring change implementation; aligning policies and procedures and reinforcing new behaviors; promoting change in performance appraisals and cultural integration techniques; avoiding change "fade-out"; and the long-term communication and engagement.

During this interactive course, participants will learn the leadership reinforcement strategies and leveraging change champions; measuring change effectiveness, and the continuous improvement and feedback loops; dealing with unsuccessful change and integrating change management with project delivery; and the advanced change management tools, change governance and risk management.

Course Objectives

Upon the successful completion of this course, each participant will be able to: -

- Apply and gain a comprehensive knowledge on change management in projects

- Discuss change in projects, the role of project managers in change and change management frameworks and models

- Assess cultural and structural readiness and identify change capacity, resilience and readiness assessment tools

- Apply stakeholder change impact analysis and develop a change management plan

- Carryout stakeholder engagement strategy, communication planning for change and resistance management and mitigation

- Identify skill gaps due to change, design and deliver training plans and apply reinforcement through job aids and coaching including post-training evaluations and adjustments

- Execute organizational change, align project execution with change and define the role of leadership in execution

- Maintain engagement throughout change and monitor change implementation

- Align policies and procedures, reinforce new behaviors, promote change in performance appraisals and apply cultural integration techniques

- Avoid Change "fade-out" and apply long-term communication and engagement, leadership reinforcement strategies and leveraging change champions

- Measure change effectiveness, apply continuous improvement and feedback loops and deal with unsuccessful change

- Integrate change management with project delivery, identify advanced change management tools and apply change governance and risk management

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK**®). The **H-STK**® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of change management for project managers and program managers, change management specialists, agile coaches and scrum masters, HR managers and HR business partners, organizational development (OD) specialists, operations managers, risk management specialists and other technical staff.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- **British Accreditation Council (BAC)**

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- **The International Accreditors for Continuing Education and Training (IACET - USA)**

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. **Drag Zic** is a **Senior Project Management Consultant** with over **30 years** of extensive experience. His expertise mainly covers **Project & Contract** Management; **Project** Management, **Planning**, **Budgeting** & **Cost Control**, **Scheduling**, **Budgeting** & **Cost Control**; **Project** Management Essentials, **Advanced Project** Management, **Project Reporting**, **Best Practices** for Managing Multiple Projects, **Document** Management, **Record** Management, **Leadership & Business**, **Performance** Management, **Customer Service** Management, **Quality** Management, **Risk** Management, **Data** Management Systems, **R&D**, **Research** Management, Leading Effective **Meetings**, **Leadership & Business**, **Presentation** Skills, **Decision Making** Skills, **Communication** Skills, **Negotiation** Skills, **Coaching & Mentoring**, **Performance** Management, **Customer Service** Management, **Critical Thinking & Creativity**, **Quality** Management and **Risk** Management. Further, he is well-versed in Analytical & Chemical Laboratory Management, Statistical Analysis of Laboratory Data, Statistical Method Validation & Laboratory Auditing, Sample Development & Preparation in Analytical Laboratory, Data Analysis Techniques, Laboratory Quality Management (ISO 17025), Applied Research & Technology, Basic Geology, Quality Assurance Assessment, Quantified Risk Assessment (**QRA**) as well as in Seismic Monitoring Systems, Seismological Software (4di, Xmts, OptiNet and ErrMap), Data Analysis, Rock Mass Stability Analysis, Seismic Budget Planning & Productivity Improvement Analysis, HazMap, ISO Standards as well as Balance Scorecard. He is currently the **Director** & **Principal Consultant** of **DRAMI** wherein he is responsible in formulating and executing the plans for applied research and technology transfer.

During Mr. Zic's career life, he had occupied several significant positions as the **Project Manager**, **Contract Manager**, **Programme Manager**, **Safety & Engineering Manager**, **Rock Engineering Manager**, **Laboratory Manager** and **Mine Seismologist** with different international companies.

Mr. Zic is a **Professional Natural Scientist**, has a **Bachelor's** degree in **Geology**, a **Diploma** in **Management Development Programme** and currently enrolled for **Phd** in **Wits University**. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) and an active member of various professional engineering bodies internationally like the European Geosciences Union (**EGU**), the Canadian Institute of Mining (**CIM**), the Project Management South Africa (**PSMA**), the European Association of Geoscientists and Engineers (**EAGE**), the South African Council for Natural Scientific Professions (**SACNASP**), the International Society for Rock Mechanics (**ISRM**) and the South African Geophysical Association (**SAGA**). He has further delivered numerous trainings, workshops, conferences and seminars internationally.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Fee

US$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1:   **Sunday, 20th of July 2024**

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	**Understanding Change in Projects** *What is Change Management? • Types of Change: Strategic, Operational, Technical • Change Drivers in Modern Organizations • Project Change versus Organizational Change*
0930 – 0945	*Break*
0945 – 1030	**The Role of Project Managers in Change** *PM as Change Agent and Leader • Integrating Change into the Project Lifecycle • Aligning Change with Project Objectives • Accountability for Change Success*
1030 – 1130	**Change Management Frameworks & Models** *Kotter's 8-Step Change Model • Lewin's Change Management Model • ADKAR (Awareness, Desire, Knowledge, Ability, Reinforcement) • Comparison and Selection of Frameworks*
1130 – 1215	**Organizational Readiness for Change** *Assessing Cultural and Structural Readiness • Change Maturity Models • Identifying Change Capacity and Resilience • Readiness Assessment Tools*
1215 – 1230	*Break*

1230 – 1330	**Stakeholder Change Impact Analysis** *Identifying Affected Stakeholders • Analyzing Level and Type of Impact • Prioritizing Stakeholder Groups • Planning Communication Accordingly*
1330 – 1420	**Workshop: Mapping a Change Impact Matrix** *Identify a Real or Simulated Change Initiative • Assess Affected Departments or Roles • Score Resistance Levels and Impact Severity • Present Impact and Mitigation Strategy*
1420 – 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2:   **Monday, 21st of July 2024**

0730 – 0830	**Developing a Change Management Plan** *Key Components of a Change Plan • Integrating with Project Plan and PMO • Assigning Roles and Responsibilities • Timeline and Milestones for Change Activities*
0830 – 0930	**Stakeholder Engagement Strategy** *Mapping Influence and Interest • Tailoring Messages to Different Audiences • Managing Sponsors and Champions • Two-Way Communication Planning*
0930 – 0945	*Break*
0945 – 1100	**Communication Planning for Change** *Defining Key Messages and Channels • Frequency and Format of Communication • Communication Matrix and Responsibilities • Feedback Mechanisms*
1100 – 1215	**Resistance Management & Mitigation** *Types and Sources of Resistance • Psychological Response to Change • Proactive versus Reactive Strategies • Tools to Address and Resolve Resistance*
1215 – 1230	*Break*
1230 – 1330	**Training & Capacity Building** *Identifying Skill Gaps Due to Change • Designing and Delivering Training Plans • Reinforcement through Job Aids and Coaching • Post-Training Evaluations and Adjustments*
1330 – 1420	**Workshop: Creating a Change Management Plan** *Drafting Communication, Engagement, and Training Plans • Addressing Risks and Resistance Points • Establishing Metrics for Success • Group Presentation and Feedback*
1420 – 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Two*

Day 3:   ***Tuesday, 22nd of July 2024***

0730 – 0830	***Executing Organizational Change*** *Initiating Change Activities and Events • Ensuring Visible Sponsor Support • Empowering Teams to Implement Change • Monitoring Early Indicators*
0830 – 0930	***Aligning Project Execution with Change*** *Adjusting Project Schedules and Deliverables • Change Control Procedures • Coordinating Engineering, Procurement, and Operations • Managing Cross-Functional Alignment*
0930 – 0945	*Break*
0945 – 1100	***Role of Leadership in Execution*** *Leading by Example • Supporting Teams through Uncertainty • Sustaining Momentum and Motivation • Coaching Middle Management*
1100 – 1215	***Maintaining Engagement throughout Change*** *Communication Check-Ins and Updates • Celebrating Short-Term Wins • Addressing Fatigue and Disengagement • Adaptive Communication Strategies*
1215 – 1230	*Break*
1230 – 1330	***Monitoring Change Implementation*** *Real-Time Tracking of Change KPIs • Feedback Collection and Surveys • Reviewing Progress and Compliance • Course-Correction When Needed*
1330 – 1420	***Workshop: Simulating a Live Change Rollout*** *Role-Play a Major Change Implementation • Respond to Resistance Scenarios • Practice Engaging with Key Stakeholders • Debrief and Lessons Learned*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Three*

Day 4:   ***Wednesday, 23rd of July 2024***

0730 – 0830	***Embedding Change into Culture*** *Aligning Policies and Procedures • Reinforcing New Behaviors • Promoting Change in Performance Appraisals • Cultural Integration Techniques*
0830 – 0930	***Sustaining Momentum After Initial Rollout*** *Avoiding Change "Fade-Out" • Long-Term Communication and Engagement • Leadership Reinforcement Strategies • Leveraging Change Champions*
0930 – 0945	*Break*
0945 – 1100	***Measuring Change Effectiveness*** *Defining Success Indicators • Leading versus Lagging Indicators • KPI Dashboards and Scorecards • Lessons Learned and Change ROI*
1100 – 1215	***Continuous Improvement & Feedback Loops*** *Capturing Employee Feedback • Applying Agile Approaches to Change • Creating Improvement Backlog • Using Retrospectives and Reviews*
1215 – 1230	*Break*
1230 – 1330	***Dealing with Unsuccessful Change*** *Identifying Failure Points • Conducting a Root Cause Analysis • Salvaging Value from Partial Implementation • Preparing for Future Attempts*

1330 – 1420	**Workshop: Change Effectiveness Review** *Analyze a Change Case Study • Assess What was Sustained or Lost • Define Corrective Strategies • Develop a Sustainability Checklist*
1420 – 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Four*

Day 5:   **Thursday, 24th of July 2024**

0730 – 0830	**Integrating Change Management with Project Delivery** *Syncing with PMBOK and Agile Frameworks • Linking with Risk, Schedule, and Cost Plans • Using PMIS Tools for Tracking • Managing Integrated Reports and Updates*
0830 – 0930	**Advanced Change Management Tools** *ADKAR Implementation Templates • Change Heat Maps and Readiness Grids • Digital Collaboration Platforms*
0930 – 0945	*Break*
0945 – 1100	**Change Governance & Risk Management** *Role of Steering Committees • Change Risk Log and Controls • Escalation Protocols and Approvals • Audit and Compliance Tracking*
1100 – 1215	**Future of Change Management** *Change Management in Agile & Hybrid Projects • AI and Digital Transformation Readiness • Globalization and Virtual Change Teams • Evolving Role of the Change Manager*
1215 – 1230	*Break*
1230 – 1345	**Capstone Project: Designing a Change Strategy** *Choose a Real or Hypothetical Change Scenario • Apply Full Change Lifecycle Planning • Include Stakeholder, Risk, Comms, and Training Strategies • Present to Panel or Peer Group*
1345 – 1400	**Course Conclusion** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1400 – 1415	**POST-TEST**
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator

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