Embracing Change and Building Personal Resilience Training Course



30 Nov - 04 Dec 2026

Cape town

4600 € (Per Person)

Ref: #IS7901_288551

Course Introduction / Overview:

In today's volatile and rapidly evolving business landscape, the ability to manage organizational change and cultivate personal adaptability is no longer a soft skill but a core competency for survival and success. This training course is meticulously designed to address this critical need by providing a comprehensive, dual-focus framework that integrates proven change management methodologies with the development of individual resilience. As influential author John P. Kotter outlines in his seminal work, "Leading Change," successful transformation requires a structured approach and strong leadership. This program delves into such established models, equipping participants with the tools to guide their teams and organizations through complex transitions effectively. BIG BEN Training Center has developed this course to move beyond mere theory, focusing on the human side of change. We explore the psychological impact of transition, strategies for building a growth mindset, and techniques for enhancing emotional intelligence to navigate uncertainty with confidence. Participants will leave not only with a strategic roadmap for implementing change but also with a strengthened personal capacity to thrive amidst disruption, making them invaluable assets in any forward-thinking organization.

Target Audience / This training course is suitable for:

- Managers and Team Leaders at all levels.
- Human Resources and Organizational Development Professionals.
- Project Managers and Change Agents.
- Senior Executives and Department Heads.
- Employees at any level seeking to improve their adaptability and resilience.
- Consultants specializing in business transformation and strategy.

Target Sectors and Industries:

- Technology and Information Technology Services.
- Healthcare and Pharmaceutical sectors.
- Banking, Finance, and Insurance industries.
- Manufacturing and Engineering.
- Government agencies and Public Sector organizations.
- Retail and Consumer Goods.
- Telecommunications and Media.
- Education and Non-Profit organizations.

Target Organizations Departments:

- Human Resources and Talent Management.
- Operations and Production.
- Project Management Office (PMO).
- Information Technology (IT).
- Strategy and Corporate Planning.
- Sales and Customer Service.
- Executive Leadership and Senior Management.
- Research and Development.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze and diagnose the need for change within their organization.
- Apply established change management models like Kotter's 8-Step Process and ADKAR.
- Develop effective communication strategies to guide teams through transitions.
- Identify and manage resistance to change constructively.
- Cultivate personal resilience and a growth mindset to thrive during uncertainty.
- Enhance emotional intelligence to better manage personal and team reactions to change.
- Build psychologically safe environments that encourage adaptation and innovation.
- Create a personal action plan for continuous development in adaptability.
- Lead change initiatives that are both strategic and human-centric.
- Foster a culture of agility and continuous improvement within their teams.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered, ensuring that learning is both engaging and directly applicable to the workplace. This course moves beyond traditional lectures to create a dynamic learning environment where participants actively construct their understanding. We utilize a blend of instructional techniques, including facilitator-led discussions, in-depth case study analyses of real-world organizational transformations, and interactive group exercises that encourage collaborative problem-solving. A significant portion of the course is dedicated to practical application through role-playing scenarios, allowing participants to practice new skills in a safe and supportive setting. Self-assessment tools and reflective practices are integrated throughout the program to foster deep personal insight into one's own adaptability and leadership style. Participants will receive constructive feedback from both the facilitator and their peers, promoting continuous growth. Our approach ensures that attendees leave not just with knowledge, but with the confidence and practical skills to effectively lead change and enhance their personal resilience immediately upon returning to their professional roles.

Course Agenda (Course Units):

Unit One: The Foundations of Change and Personal Adaptability

- Understanding the nature and types of organizational change.
- Exploring the psychological and emotional impact of change on individuals.
- Introducing the Change Curve model (Kübler-Ross).
- Differentiating between change management and change leadership.
- The critical role of personal adaptability in career success.
- Assessing your personal change readiness and adaptability quotient (AQ).
- Defining resilience and its connection to navigating uncertainty.

Unit Two: Frameworks for Managing Organizational Change

- Deep dive into John P. Kotter's 8-Step Process for Leading Change.
- Applying the Prosci ADKAR Model for individual change.
- Conducting stakeholder analysis and mapping influence.
- Developing a compelling vision and strategy for change.
- Crafting a strategic change communication plan.
- Techniques for creating a sense of urgency and building a guiding coalition.
- Measuring the impact and success of change initiatives.

Unit Three: Cultivating Personal Resilience and a Growth Mindset

- Understanding the neuroscience of stress and resilience.
- Developing a growth mindset versus a fixed mindset with Carol Dweck's principles.
- Techniques for emotional regulation and self-awareness during transitions.
- Building cognitive flexibility to adapt to new information and circumstances.
- Practical stress management and mindfulness techniques for the workplace.
- Leveraging positive psychology to build optimism and coping skills.
- Creating a personal resilience action plan.

Unit Four: Leading Teams Through Transition and Managing Resistance

- Identifying the common sources and symptoms of resistance to change.
- Strategies for proactively addressing and overcoming resistance.
- Building psychological safety to encourage open dialogue and risk-taking.
- Empowering employees and fostering ownership of the change process.
- Coaching and mentoring team members through their personal change journeys.
- Celebrating short-term wins to build momentum and motivation.
- Handling difficult conversations and conflict during times of change.

Unit Five: Sustaining Change and Building a Culture of Agility

- Anchoring new approaches in the organizational culture.
- Strategies for preventing regression to old habits and processes.
- Fostering a culture of continuous learning and improvement.
- Developing workforce agility for future challenges and opportunities.
- The leader's role in modeling adaptability and resilience.
- Future-proofing your career through continuous personal development.
- Developing a final action plan to apply course learnings to a real-world challenge.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

In an era of constant disruption, is personal adaptability a more critical career skill than technical expertise, and how can organizations systematically cultivate it beyond one-off training sessions?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself through its holistic and human-centric approach, uniquely integrating the 'science' of organizational change management with the 'art' of personal adaptability and resilience. While many programs focus solely on process-driven models and frameworks for implementing change from a top-down perspective, this training dedicates equal weight to developing the individual's internal capacity to navigate and thrive in uncertain environments. We move beyond theoretical models to explore the deep psychological and emotional dynamics at play during transitions. The curriculum is built on the understanding that successful organizational transformation is fundamentally dependent on the personal transitions of each employee. By focusing on skills like emotional intelligence, cognitive flexibility, and building a growth mindset, we empower participants not just to manage change, but to lead it with empathy and authenticity. The emphasis on creating psychological safety and fostering a culture of continuous learning provides a practical toolkit that is immediately applicable, ensuring that change is not only implemented but is also sustainable and embraced by the entire team.