Leading Change and Fostering Organizational Agility Training Course

23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PRO6557_120272

Course Introduction / Overview:

In today's volatile, uncertain, complex, and ambiguous (VUCA) world, the ability to manage change effectively while fostering organizational agility is no longer a competitive advantage but a core survival skill. This intensive training course is designed to equip leaders and professionals with the essential knowledge and practical tools to navigate complex transformations successfully. We move beyond theoretical frameworks to provide a holistic understanding of both the structured processes of change management and the dynamic principles of agility. Drawing on seminal works like John P. Kotter's "Leading Change," this program explores how to architect, implement, and sustain meaningful organizational shifts. Participants will learn to diagnose the need for change, manage the human dynamics of transition, and build a resilient culture that embraces continuous adaptation. BIG BEN Training Center has developed this course to bridge the gap between traditional change models and the demands of modern, fast-paced environments, empowering you to lead with confidence and transform resistance into a powerful momentum for growth and innovation. This journey will enable you to become a catalyst for positive change, driving your organization towards a more adaptive and future-ready state.

Target Audience / This training course is suitable for:

- Senior Leaders and Executives.
- Department Heads and Managers.
- Team Leaders and Supervisors.
- Human Resources Professionals and Business Partners.
- Project and Program Managers.
- Change Management Practitioners and Consultants.
- IT Professionals involved in digital transformation.
- Organizational Development Specialists.
- Anyone tasked with leading or participating in a change initiative.

Target Sectors and Industries:

- Information Technology and Telecommunications.
- Banking, Finance, and Insurance Services.
- Healthcare and Pharmaceuticals.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Energy and Utilities.
- Government Agencies and Public Sector Organizations.
- Consulting and Professional Services.
- Education and Non-Profit Organizations.

Target Organizations Departments:

- Human Resources and Talent Management.
- Operations and Production.
- Project Management Office (PMO).
- Information Technology (IT) and Digital Transformation.
- Strategy and Corporate Planning.
- Marketing and Sales.
- Finance and Administration.
- Customer Service and Support.
- Research and Development (R&D).

Course Offerings:

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

- Analyze and apply foundational change management models, including Kotter's 8-Step Process and the ADKAR model.
- Develop robust strategies for communicating change and engaging stakeholders effectively at all levels.
- Identify, anticipate, and manage resistance to change through proactive and empathetic leadership techniques.
- Cultivate an agile mindset and foster a culture of psychological safety, continuous learning, and adaptation.
- Lead agile transformation initiatives by applying core principles of adaptive leadership and iterative development.
- Design and implement metrics to measure the progress and impact of change initiatives accurately.
- Align organizational change projects with overarching business strategy and long-term objectives.
- Build organizational resilience to navigate future disruptions and sustain a competitive edge.

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 real-world challenges. This course moves beyond traditional lectures to create a dynamic learning environment where participants actively construct their understanding. We utilize a blended approach that includes expert-led presentations, in-depth case study analyses of successful and unsuccessful change initiatives, and collaborative group discussions that encourage peer-to-peer learning. A significant portion of the course is dedicated to practical application through hands-on workshops, role-playing scenarios simulating difficult conversations, and team-based exercises focused on developing a change implementation plan. Participants will receive continuous, constructive feedback from the instructor and peers, allowing for immediate refinement of their skills. Our approach emphasizes critical thinking and problem-solving, empowering attendees to return to their organizations not just with new knowledge, but with the confidence and competence to lead change effectively.

Course Agenda (Course Units):

Unit One: Foundations of Modern Change Management

- The imperative for change in the digital age.
- Differentiating between change management and organizational agility.
- Classic change management theories (Lewin, Kotter's 8-Step Model).
- Understanding the change lifecycle from initiation to sustainment.
- The role of leadership in championing and driving change.
- Conducting a change impact and organizational readiness assessment.
- Defining a clear vision and strategy for the change initiative.

Unit Two: The Human Dynamics of Organizational Change

- Understanding the psychology of change and sources of resistance.
- The ADKAR model for managing individual transitions.
- Developing a comprehensive change communication plan.
- Techniques for effective stakeholder analysis and engagement.
- Building emotional intelligence to lead teams through uncertainty.
- Coaching and supporting employees during the transition period.
- Celebrating short-term wins to build momentum and motivation.

Unit Three: Cultivating Organizational Agility

- Core principles of the Agile Manifesto and their business application.
- Fostering an agile mindset and a culture of continuous improvement.
- Contrasting agile structures (squads, tribes) with traditional hierarchies.
- The leader's role in an agile environment (servant leadership).
- Creating psychological safety to encourage experimentation and learning from failure.
- Implementing feedback loops for rapid adaptation and course correction.
- Introduction to scaling agile frameworks for enterprise-wide agility.

Unit Four: Strategic Implementation and Execution

- Developing a detailed and adaptive change implementation roadmap.
- Integrating change management with project management methodologies.
- Defining key performance indicators (KPIs) to measure change success.
- The role of technology as an enabler of change and agility.
- Agile governance and decision-making processes.
- Managing the budget and resources for change initiatives.
- Techniques for risk assessment and mitigation in transformation projects.

Unit Five: Sustaining Change and Building a Future-Ready Organization

- Anchoring new approaches in the organizational culture.
- Developing mechanisms for continuous learning and knowledge sharing.
- Building organizational resilience to thrive in a VUCA world.
- Leading ongoing transformation as a core business capability.
- The future of work and its impact on change leadership.
- Personal action planning for applying course concepts.
- Capstone simulation: Leading a complex change scenario from start to finish.

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:

How can an organization balance the structured, top-down approach of traditional change management with the emergent, decentralized nature of true organizational agility?

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

This course distinguishes itself by providing a unique synthesis of two critical but often separated disciplines: structured change management and dynamic organizational agility. While many programs focus on one or the other, we treat them as two sides of the same coin, essential for navigating modern business complexities. Our curriculum is meticulously designed to move beyond mere theoretical recitation of models like Kotter's or ADKAR. Instead, we challenge participants to critically evaluate when to apply a structured plan and when to foster an emergent, agile response. The emphasis is on developing adaptive leadership and situational awareness rather than a rigid, one-size-fits-all methodology. Furthermore, the course places a profound focus on the human element, dedicating significant time to the psychology of resistance, emotional intelligence, and creating psychological safety factors that are the true determinants of a successful transformation. Participants leave not with a static playbook, but with a dynamic mindset and a versatile toolkit to lead sustainable change in any context, making them invaluable assets to their organizations.