

# Course : Leading and supporting change

*Practical course - 1d - 7h00 - Ref. LUH*

*Price : 790 € E.T.*

NEW

Anticipate, communicate and mobilize your teams in the face of change. This one-day training course helps you to understand the human mechanisms of change, to manage resistance and to adopt a managerial posture that encourages buy-in and collective performance.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Understand the human and organizational mechanisms of change.
- ✓ Identify obstacles and resistance within your team.
- ✓ Adapt posture and communication to profiles and challenges.
- ✓ Mobilize and unite people around a transformation project.
- ✓ Draw up a change management plan for the company.

## Intended audience

Managers, project leaders, team leaders or anyone involved in implementing organizational or cultural change.

## Prerequisites

None.

## Practical details

### Hands-on work

Conceptual input, exchange of experience, case studies, role-playing and individual action plans.

## Course schedule

### PARTICIPANTS

Managers, project leaders, team leaders or anyone involved in implementing organizational or cultural change.

### PREREQUISITES

None.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## 1 Understanding the mechanisms of change

- Identify the different types of change: organizational, strategic, human.
- Understand the change curve and its emotional stages.
- Identify the impact of change on individuals and groups.
- Develop a systemic vision of the transformation process.

### Hands-on work

Analysis of real-life cases of change; discussion of reactions observed in teams.

## 2 Identifying and managing resistance

- Distinguish between active and passive resistance.
- Identify their causes: fear, loss of bearings, overload, disagreement.
- Decipher defensive behaviors and their hidden agendas.
- Find the levers of action to remove blockages.

### Hands-on work

Simulation of a clarification interview with an employee.

## 3 Mobilize and communicate effectively

- Develop a clear, coherent and compelling message.
- Adapt your approach to the team's profile and level of maturity.
- Use verbal, non-verbal and message intent to persuade.
- Develop engaging and empathetic communication.

### Role-playing

convincing in 3 minutes; role-play on communicating a sensitive change.

## 4 Acting as a change manager

- Make sense of change and link issues to overall strategy.
- Draw up a concrete support action plan.
- Clarify expectations, give feedback and monitor progress.
- Celebrate successes and maintain the collective momentum.

### Hands-on work

Drawing up a personal five-step action plan to support change within the company.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

## Dates and locations

### REMOTE CLASS

2026 : 27 Mar., 12 June, 2 Oct., 11 Dec.

### BRUXELLES

2026 : 20 Mar., 5 June, 25 Sep., 4 Dec.

### LUXEMBOURG

2026 : 5 June, 25 Sep., 4 Dec.