

Organisational Change Management Course Outline



Topics

- Understanding the nature of organisational change
- Critical factors that can impede or foster change
- Commonly used Change Management models
- Leadership and communication skills required throughout the change process
- Roles, responsibilities, and networks
- Understanding resistance to change and creating buy-in
- Key strategies for implementing change

What you will learn

Upon completion of this training, learners will:

- Understand the foundational principles of change management and practical tools required to drive successful organisational change
- Increase your capability through the application of leadership skills to manage the change process
- Develop an effective strategy and action plan to drive organisational change
- Determine how to navigate change and make it a positive force within your organization

Course Description

"People don't resist change. They resist being changed!" - Peter Senge

Change is inevitable—but successful change isn't. In today's fast-paced business environment, organisations must navigate transitions that can be deeply personal, disruptive, and complex. The Organisational Change Management Fundamentals course is a two-day workshop designed to equip leaders and change agents with the tools, strategies, and mindset needed to lead change with confidence and compassion.

Participants will explore the nature of organisational change, uncover the psychological and structural factors that influence success, and learn how to apply proven models to real-world scenarios. With a strong focus on communication, leadership, and stakeholder engagement, this course empowers professionals to manage resistance, foster buy-in, and create lasting impact.

Ideal for Change Managers, Executives, Project Managers, and Business Stakeholders, this course blends practical tools with interactive learning. Participants receive over 30 free templates and can claim PDUs toward PMI certifications, making it a valuable investment in both capability and career growth.

Agenda

14 hours – timing can be customized to your requirements

Module	Learning Objectives
<p>Introduction to change</p>	<ul style="list-style-type: none"> • Understand what organisational change is and why it occurs. • Identify the key roles and responsibilities in change (e.g., Sponsor, Change Manager, People Leader). • Understand the role of leadership in enabling and sustaining change. • Explore the relationship between change and the people side of projects or transformation.
<p>Planning and Delivering Change</p>	<ul style="list-style-type: none"> • Understand the components of a Change Strategy, including content, people, process, and impact. • Learn how to assess change impacts and use impact assessments to inform planning. • Understand the stages of the change process from initiation through to implementation. • Explore how to plan and deliver effective change communication. • Learn the fundamentals of implementing change in a structured, people-focused way.
<p>Sustaining Change</p>	<ul style="list-style-type: none"> • Recognise common causes and signs of resistance to change. • Explore techniques for managing and addressing resistance in constructive ways. • Understand how to embed change in teams and processes to avoid regression. • Learn how to support reinforcement and long-term adoption of change.

PDU Allocation

The table below displays the number of professional development units (PDUs) awarded for each PMI® credential, as they align to the PMI Talent Triangle®. Power Skills and Business Acumen PDUs apply evenly across all credentials and Ways of Working PDUs apply only to specific credentials.

	Ways of Working	Power Skills	Business Acumen	Total
CAPM® / PMI-CP™ / PMP® / PgMP®	8	4	2	14
PMI-ACP® / Agile*	8	4	2	14
PMI-PMO®	8	4	2	14
PMI-SP®	8	4	2	14
PMI-RMP®	8	4	2	14
PfMP®	8	4	2	14
PMI-PBA®	8	4	2	14

Millpond is an Authorized Training provider (A.T.P) with the Project Management Institute, Inc.

CAPM, PMI-CP, PMP, PgMP, PMI-ACP, PMI-PMO, PMI-SP, PMI-RMP, PfMP, PMI-PBA, CAPM, PMP, PMI Talent Triangle, and PMI are registered marks of the Project Management Institute, Inc.

Instructor



Bec Cortesi, Bachelor of Commerce, Prosci® Certified Change Practitioner

Bec’s passion for helping individuals and teams deal with change comes from 14 years in the infrastructure sector leading training and business analysis activities, and more recently specifically in change for the insurance sector.

Previous Experience:

- Aviation/Airline Industry – working on Aircraft Scheduling and Crew Rostering solutions
- Infrastructure Industry – working on Asset Management, Timesheet/Payroll, Mobile/Field and GIS solutions
- Social Services – working on Dataverse and SharePoint projects
- Electricity Industry – working on Innovative Electricity initiatives to supplement the network during peak demand

Disclaimer

While every effort is made to ensure that the information contained in this document is accurate, it is subject to change. Changes will be notified in class and via email. Students are encouraged to check their email regularly. It is the student's responsibility to stay informed.

About Millpond

Our purpose is to create the momentum you need to move your organisation forward.

Millpond is a reservoir of multi-talented people and expertise, here to drive outcomes and build capability. Like the Millpond that powers a mill, our experience is the fuel that drives projects and enables us to be confident in the delivery. At Millpond we want to create the same dynamic in your business. No matter the breadth and complexity, we will help create the momentum you need to move your organisation forward.

We are a team, passionate about projects.

Showing growth throughout Australia and New Zealand, with over two hundred years of collective project management experience and a reputation for delivering outcomes we can help you achieve your vision through our full range of project management services. Our services include:

- **Delivery:** Providing experienced personnel to aid reaching your project objectives when a strategy is set, and key projects need to be executed.
- **Consulting:** Helping improve your project management maturity by creating appropriate structure around project delivery, governance, process, tools, and equipping organisations to get momentum and realize your goals.
- **Training:** Equipping your organisation with the skills to achieve project outcomes through bespoke, public or certification driven training.

Some of Australasia's largest and most successful organisations engage Millpond because we offer:

- **Collective experience:** 150+ years of collective experience and a reputation for delivering outcome
- **Safe pair of hands:** Through our track record of delivering successful outcomes for our clients, we have earned trust and a reputation as a safe pair of hands
- **Breadth of services:** The breadth of our services helps to de-risk client projects
- **A people-centric culture:** We have local experienced team across Australia and New Zealand, and are recognized as global thought leaders

By partnering with Millpond, you can tap into this reservoir of skilled and talented people to help you drive your projects.

Our Training Services

Millpond is an Authorized Training Provider (A.T.P) with the Project Management Institute, Inc. The designation as an A.T.P is the highest mark of excellence in project management education. All training materials are grounded in the globally recognized standards of the *PMBOK® Guide* and ISO21500:2012.



All of the Millpond Training facilitators are educated in the principles of adult education and the importance of adapting teaching styles for maximum effect; we audit the facilitators regularly to ensure we maintain the highest quality.

Millpond Training Courses

All courses can be delivered via Classroom and Virtual Classroom:

Millpond Limited	
PMI® Certification Training	<ul style="list-style-type: none"> • Project Management Professional (PMP®) • Certified Associate in Project Management (CAPM®) • PMI-Agile Certifies Practitioner (PMI-ACP®) • Construction Professional (PMI-CP®) • Disciplined Agile Senior Scrum Master (DASSM®)
Non-Certification Training	<ul style="list-style-type: none"> • Level up: A Masterclass on Effective Leadership • Governance and the Management of Portfolios & Program • Fundamentals of Project Management • Fundamentals of Business Analysis • Managing Risk in Projects • Organizational Change Management • Transition to Agile • Agile Leadership • Agile Masterclass • NZ Contract Management
Custom Training	<ul style="list-style-type: none"> • All our courses are available to be tailored, blending in our clients’ ways of working, case studies, and unique challenges.