

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Change Management for Improvement Projects

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Many improvement projects fail not because of poor solutions but because people do not adopt them. This course covers change management for improvement projects: stakeholder analysis, understanding resistance, communication, involvement, training, reinforcing new behaviours and measuring adoption.

The human side of improvement determines whether results last. You will learn to lead change alongside technical improvement.

Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

Course methodology

Stakeholder mapping, resistance role plays, communication planning and case studies.

Course objectives

By the end of this course, participants will be able to:
- Explain the human side of improvement
- Analyse stakeholders and impacts
- Understand and address resistance
- Plan communication and involvement
- Train and support people through change
- Reinforce and measure adoption

Target audience

This course is suitable for:
- Improvement project leaders
- Continuous improvement practitioners
- Project managers
- Team leaders
- Quality managers



Course content

Target competencies

Participants will develop competencies in:

- Stakeholder analysis
- Resistance management
- Communication planning
- Adoption measurement
- Coaching

Course outline

Day 1: People and Change

09:00–10:08	Why improvements fail
10:08–11:00	Change models
11:00–11:30	**Coffee break**
11:30–11:45	Change models (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Stakeholders

09:00–10:08	Stakeholder mapping
10:08–11:00	Impact analysis
11:00–11:30	**Coffee break**
11:30–11:45	Impact analysis (continued)
11:45–12:53	Sponsors
12:53–14:00	Workshop

Day 3: Resistance

09:00–10:08	Sources of resistance
10:08–11:00	Responses
11:00–11:30	**Coffee break**



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11:30–11:45	Responses (continued)
11:45–12:53	Involvement
12:53–14:00	Role play

Day 4: Communication and Training

09:00–10:08	Communication plans
10:08–11:00	Training
11:00–11:30	**Coffee break**
11:30–11:45	Training (continued)
11:45–12:53	Support
12:53–14:00	Exercise

Day 5: Reinforcement

09:00–10:08	Measuring adoption
10:08–11:00	Recognition
11:00–11:30	**Coffee break**
11:30–11:45	Recognition (continued)
11:45–12:53	Sustaining
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	16 Nov 2026	20 Nov 2026	**€3,150.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Kuala Lumpur Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,450.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Dubai Confirmed dates	11 Jan 2027	15 Jan 2027	**€3,150.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.–**
Vienna Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,940.–**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.–**
Paris Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,860.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.–**
Cape Town Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,890.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
London Confirmed dates	29 Mar 2027	2 Apr 2027	**€2,450.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.–**
Amsterdam Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,540.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Dubai Confirmed dates	10 May 2027	14 May 2027	**€3,150.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	31 May 2027	4 Jun 2027	**€2,450.-**
Online Confirmed dates	31 May 2027	4 Jun 2027	**€1,250.-**
Cape Town Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,890.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Istanbul Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,650.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Rome Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,450.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Barcelona Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,840.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
London Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,450.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Barcelona Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,840.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Cape Town Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,890.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
Vienna Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,940.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,450.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.-**
Frankfurt Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,650.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online