



## Planning and Implementing Change

Change is now a constant feature of work across the Civil Service and can significantly affect both people's wellbeing and their work outputs. It's therefore vitally important that change is always suitably planned, communicated and delivered. It's why change management is now a crucial leadership capability, whether that's in the context of leading large-scale transformations, implementing new processes or helping a team to adapt to shifting priorities.

This requires an understanding of what a particular change involves, the various factors that might subsequently shape it, the impact it may have and how people may respond differently to it. It requires an open-minded approach to different stakeholders' perspectives; flexibility and adaptability; and an appreciation of how embedding change requires sustained attention.

### Description

This online course is designed to help line managers develop the skills they need to guide their teams through change, building a high performing team culture that embraces creativity, learns from failure and delivers results. It does this by breaking down the change process into four stages – understanding change; understanding the stakeholders; planning change; and delivering and embedding change. In helping to develop this vital capability, the course encourages learners to consider the implications of the decisions they make at each stage of the change lifecycle.

### What does it involve?

A short animation, introducing the different stages of the change process, is followed by four online tutorials. These are accompanied by a practical workbook, designed to help you apply what you've learned to a fictional but realistic change scenario. The workbook contains activities aligned to each stage of the change process that can be completed alongside the tutorials or after completing the course in full.

The first tutorial aims to improve your understanding of the nature and context of change and of the role you play in guiding your team through change. It also explores the importance of having clarity around what a change involves, why it's happening and who or what might be affected. Building on this, the second tutorial considers the role of stakeholders in planning and implementing change.

It explores the importance of effective engagement, communication and inclusion and how your actions can help build trust and create a collaborative working environment.

The third tutorial considers how to plan change in a structured but flexible way. You'll be introduced to different approaches and models that can help with your planning and decision-making – but encouraged to apply your judgement, rather than following a single, prescribed approach. In the final tutorial, the focus shifts to what happens once change moves from planning into delivery. It considers the challenges of maintaining momentum, managing uncertainty and supporting people through implementation and how all of this requires active management. This tutorial also features a reflective podcast that explores the realities of change from a human and organisational perspective.

### What's the outcome?

After completing this course, you'll understand how to guide your team through change, whether planned or unexpected, using empathy and effective communication skills to help build trust. You'll know how to create a culture of continuous improvement and how to empower team members to identify, develop and test the innovative ideas that can deliver improvement, high performance and improved productivity. Aware of how to use goals and objectives to monitor and track change activities, you'll also understand how to assess the effectiveness of those activities against business objectives.

## Learning activities



Animation



Four online  
tutorials



A podcast



A workbook

### Delivery method:

DGTL

### Estimated learning time:

4.5 hours

## How to book

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