

## Facilitating and Leading Change 3 days

### Helping people connect with change in a rapidly evolving world.

Facilitating and Leading Change is a practical three-day programme designed to build the skills needed to facilitate, influence and lead meaningful, lasting change. It focuses on helping participants engage people effectively, recognising that successful change happens when individuals feel involved, aligned to a shared goal, and motivated to deliver results.

Our programme explores how people experience change, both emotionally and behaviourally, and equips participants with the tools to guide individuals and teams through uncertainty with confidence. Using the SIMPLE model as a framework, it combines practical facilitation techniques with proven approaches for building commitment, overcoming resistance, and sustaining momentum throughout the change process.

Set against a backdrop of rapid digital transformation, AI and ongoing disruption, the course emphasises that people remain at the heart of successful change. Designed for improvement practitioners, change agents and leaders, it supports those driving operational, cultural or digital initiatives to turn change into something understood, supported and sustained. It can be taken as a standalone course or as part of the Black Belt or Business Black Belt programmes.

### What You'll Learn

By the end of this programme, you will be able to:

- Understand how change happens within organisations and why it succeeds or stalls
- Assess the organisational culture and manage change within that context
- Define and own the role of change agent
- Recognise your own communication and leadership style and adapt to the styles of others
- Apply interpersonal skills to engage, influence and help people accept change
- Facilitate productive workshops, meetings and stakeholder conversations
- Anticipate and overcome resistance to change
- Support teams through any type of change, including transformation linked to digital, operational and AI-driven innovation

### Delivery Format

- Delivered over three days
- Available as an instructor-led open programme
- Can be delivered in-company with a bespoke approach
- Offered as a video-based online self-study option
- Classroom learning available face-to-face or via virtual classroom
- In-company delivery can run consecutively or as half-day sessions
- Can be taken as a standalone course or integrated into a wider improvement qualification

## Accreditation

- Accredited as a recognised module within the Black Belt and Business Black Belt programmes
- Contributes towards Black Belt certification and professional development pathways
- CPD recognised programme supporting continuous professional learning – the programme carries 24 CPD points

## Who Should Attend?

This programme is designed for anyone responsible for helping people adapt to change, improve performance or implement new ways of working within their organisation.

In today's environment, change takes many forms, from digital transformation and AI adoption to restructuring, process improvement, cultural change, systems implementation and evolving customer expectations. Regardless of the type of change, organisations need people who can engage others, build commitment and lead confidently through uncertainty.

The programme is particularly valuable for:

- Improvement practitioners and continuous improvement professionals
- Change agents and transformation leads
- Project and programme managers
- Operational and functional leaders
- Team leaders and department managers
- HR, L&D and organisational development professionals
- Digital transformation and AI implementation teams
- Anyone responsible for facilitating workshops, stakeholder engagement or behavioural change initiatives

It is suitable for both experienced practitioners and those newer to leading change who want practical tools and confidence to guide people successfully through transition and transformation.

## Why Choose This Course?

People choose this course to:

- Build confidence to lead and manage change effectively
- Learn practical facilitation and communication skills
- Understand how to engage people and overcome resistance
- Develop skills to create lasting behavioural change
- Use a proven framework (SIMPLE model) to guide change

## Course Content

We support change leaders to keep it simple. Our SIMPLE change management framework provides a guide for each element of the change journey. Course content is outlined overleaf:

|  |   |
|--|---|
| <p>Understanding context</p> <ul style="list-style-type: none"> <li>• VUCA environment</li> <li>• The case for managing change</li> <li>• Change tools</li> </ul> <p>Facilitation</p> <ul style="list-style-type: none"> <li>• Profile of a facilitative leader</li> <li>• Effective workshops</li> <li>• Rapport / body language</li> </ul> <p>The SIMPLE Change Management framework</p> <p>Share the need to change</p> <ul style="list-style-type: none"> <li>• Focusing on why the change is needed</li> <li>• Developing the opportunity statement</li> <li>• Considering behavioural shift</li> </ul> <p>Identify your team</p> <ul style="list-style-type: none"> <li>• Understanding how people feel when going through change</li> <li>• Exploring effective change leadership behaviours</li> <li>• Identifying change ambassadors</li> <li>• Building an effective team</li> </ul> | <p>Make change preparations</p> <ul style="list-style-type: none"> <li>• Understanding culture and supporting cultural shift</li> <li>• Stakeholder management</li> <li>• Developing and effective communication plan</li> </ul> <p>Put the change into action</p> <ul style="list-style-type: none"> <li>• Supporting people through change</li> <li>• Planning for the transition period</li> <li>• Facilitation tools and techniques</li> <li>• Handling conflict scenarios</li> </ul> <p>Lock-in the change</p> <ul style="list-style-type: none"> <li>• Freezing and sustaining the change</li> <li>• Coaching skills and scenarios</li> <li>• Situational leadership styles</li> </ul> <p>Evaluate and review</p> <ul style="list-style-type: none"> <li>• Evaluating behavioural changes</li> <li>• Enabling a culture of Continuous Improvement</li> </ul> <p>Action planning</p> |
|--|---|

Our comprehensive materials pack includes:

- Access online resources and video content
- Downloadable tools and templates

## Why Choose Catalyst?

Catalyst delivers results, not just services. We blend consulting, coaching, training, and AI-powered tools into a seamless support system that meets teams where they are, developing capability at every level.

Thousands trust us to support their learning and Continuous Improvement journeys – we've specialised in Lean Six Sigma Training and Consultancy for over 30 years. We're known for sharing our knowledge in an accessible and interactive way. Look no further for relevant, relatable content, built by experts and accredited by the British Quality Foundation and the Lean Competency System (LCS). We are the BQF's primary Lean Six Sigma partner and recommended by the Chartered Quality Institute.