

# Implementing Change Successfully



One-week professional development workshop  
19 to 23 May 2025 in London  
20 to 24 October 2025 in London



ACCREDITED  
BRITISH ACCREDITATION COUNCIL  
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PAi is accredited by the  
British Accreditation Council  
for Independent Further and Higher Education

*“It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to change.”*

**Charles Darwin**

#### **About the workshop**

This workshop will equip you with the skills you will need to plan and successfully implement sustainable change in a post-pandemic environment, including how to build a cadre of resilient, flexible change planners, leaders and managers. You will analyse theory and proven strategic approaches to implementing successful change and explore case studies featuring approaches adopted by organisations. Of key importance will be methods to engage staff during times of uncertainty and encourage them to own the future of their organisation. You will develop skills for learning from experience, your own and other people's, that will enable you to identify what works for you in your situation.

The workshop is week one of two modular weeks which can be attended as separate modules or as a combined two-week programme to gain a more comprehensive understanding of change management.

#### **Who are the workshops for?**

The workshop is designed for public and private sector leaders and managers who are directly responsible for planning and leading change programmes at any level, whether organisation-wide or within departments. It is also suitable for HR practitioners and anyone who is responsible for implementing, guiding or managing change.

#### **How participants will benefit**

The workshop will enable you to:

- Undertake a phased approach to managing and implementing change
- Identify the human, technical and financial resources required for change
- Apply leadership and change agent skills and strategies that influence behaviour
- Identify what needs to change, and why, and how to plan for it
- Engage internal and external stakeholders in the change process
- Manage barriers and risks to successful change.

#### **What the workshops will cover**

The workshop will include seminar sessions, discussions, case studies and a range of visits. Workshop notes, presentations and a range of different materials will be provided on an Android tablet for you to use during the workshop and for future reference and follow up. There are exercises to diagnose existing practices and attitudes to help you understand key change theories and their practical implementation.

The workshop has been designed to be flexible so that it can be adjusted wherever practicable to meet your requirements and those of your organisation.

You will be invited to give an informal presentation on change programmes and strategies from your own country.

## Programme outline:

	AM	PM
Day 1	Welcome and introductions: <ul style="list-style-type: none"><li>• Programme overview</li><li>• Change as learning</li><li>• What is strategy?</li><li>• Our experience of change strategy</li></ul>	<ul style="list-style-type: none"><li>• Participants' informal presentations</li><li>• Assumptions about complexity</li><li>• Are your problems simple, complicated, complex or chaotic?</li></ul>
Day 2	Leading strategic change: <ul style="list-style-type: none"><li>• Analysing the organisation using SWOT</li><li>• Readiness to change?</li><li>• Deciding what needs to change using McKinsey 7s framework</li><li>• Becoming an agent of change</li></ul>	Communicating effectively  Roles and responsibilities in the change process: a case study of strategic change  Reflections on strategic planning in a pro-action café
Day 3	Effective teamwork: <ul style="list-style-type: none"><li>• Team roles</li><li>• How teams change</li><li>• Teamwork dysfunctions</li><li>• Self-managed teams would they work in your context?</li></ul>	Emotional intelligence: <ul style="list-style-type: none"><li>• Four roles, analysts, amiables, drivers and expressives</li><li>• Anticipating and managing resistance to change</li><li>• Developing resilience</li></ul>
Day 4	Project management during change: <ul style="list-style-type: none"><li>• Project management processes</li><li>• Tools and techniques</li><li>• Waterfall or scrum?</li></ul> Risk analysis and dealing with uncertainty	<i>Face-to-face or a virtual visit to a local authority</i>
Day 5	Putting it all together: Group case studying using all tools and techniques	<ul style="list-style-type: none"><li>• Participants' personal action plans</li><li>• Review, evaluation and scope for follow-up</li><li>• Presentation of certificates of attendance</li></ul>

We reserve the right to change the programme as necessary.

## Workshop Director

The Workshop Director will be Philip Champness.

Philip is a consultant and facilitator who works with public and voluntary sector clients internationally and in the UK. His particular interests are organisational strategy, complexity, change management, leadership development, culture and behaviour change and corporate governance. Philip was, until recently an Independent Member of the Care Council for Wales, a Non-Executive Director of the Wales Corporate Governance Committee for Public Sector and Local Government Delivery and a Non-Executive Director of Gwent Healthcare Trust. He was a Chief Executive of a Housing Association for nine years and a Director of the Housing Corporation for six years. He holds an MPhil in Town and Regional Planning and an MSc in Change Agent Skills and Strategies.

## How to apply

Please complete the PAI application form online via our website:

[www.public-admin.co.uk/booking-form/](http://www.public-admin.co.uk/booking-form/)

You can also complete our hard copy application form. Please contact us at [pai@public-admin.co.uk](mailto:pai@public-admin.co.uk) to obtain a copy. Once completed return to Amanda Anderson, Programme Manager, at the same email address.

If you would like to discuss this workshop, any of our other international workshops or our consultancy services, please contact Claire Cameron, Director. We also have extensive experience of designing tailor-made training (from one day to two or three weeks) which can be run in your own country or in the UK to meet the specific needs of groups or individuals at all levels within your organisation. Please contact us if you would like further information.

### Language

The workshop is conducted in English. You will need to have a good working knowledge of the language.

### Location and arrival arrangements

The workshop is based in central London. We can arrange travel to and from one of the London airports into central London if you let us have your flight arrival details in good time. The cost of airport transfers is included in the fee.

### Fees

The fee for the workshop will be £2,550 and is payable at least 21 days before the first day of the workshop. It includes tuition, travel to and from the airport in London, travel on scheduled visits which form part of the programme<sup>1</sup>, presentation material and other documentation. It also includes an Android tablet for you to use during the workshop and take home with you for future reference and follow up. We also provide lunch and refreshments during each working day as part of the fee.

### Other costs

Airfares and daily travel to and from the workshop venue are not included. Our workshops are non-residential and you are responsible for your accommodation costs. We can help you with booking hotel accommodation so please let us know if you would like us to advise you or make a reservation. We suggest that you should allow approximately £160 per day for a modest standard of hotel (for example, three-star), local travel in the UK, meals (apart from a light lunch on working days) and other incidental expenses.

### Value Added Tax

We do not have to charge UK Value Added Tax (VAT) if you can provide written confirmation from your government or its accredited representative that you are "employed by the government in furtherance of its sovereign activities". In all other cases, we will have to charge VAT (currently 20%) in addition to the fee.

### Ways to pay

You, or your government agency, can pay by bank transfer or by cheque, made payable to Public Administration International. We also accept payment by credit or debit card. Please contact us if you would like to pay by credit or debit card.

### Discounts

We offer a 10% reduction on the full tuition fee if we receive payment no later than 28 days before the first day of the workshop. If we receive payment after that, we will charge the full tuition fee.

### Cancellations

If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation. For cancellations received up to 29 days before the start of the workshop we will refund the tuition fee, minus a charge of £200 to cover our administration costs. For cancellations received within 28 days or fewer of the start of the workshop, we will charge the full tuition fee. If you have paid the tuition fee and have subsequently been refused a visa to enter the UK, we will refund the tuition fee, minus a charge of £200 to cover our administration costs, providing you send us the original letter from the British High Commission/ Embassy confirming refusal of a visa and providing you have not entered the UK.

### Substitutions and transfers

If you have booked a place on a workshop and are not able to attend, we will accept a substitute at any time without penalty but our normal terms and conditions will apply. Also, it is possible to transfer to a future workshop but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

***Please see our website for our full terms and conditions. If you would prefer a hard copy of our full terms and conditions, please let us know.***

***<http://www.public-admin.co.uk/terms-and-conditions-for-booking/>***

### Insurance

We advise you to arrange travel and health insurance cover before you leave your home country.

<sup>1</sup>Travel to and from the airport in London and travel on scheduled visits in the programme are provided at cost.

## Who we are

PAI (Public Administration International) specialises in management consultancy, training and development services for organisations in, and associated with, the public sector worldwide. We provide advice and support for governments going through political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants. Our key objectives are promoting good governance and good practice in delivering public services. These workshops are part of our range of specialist UK-based professional development workshops designed to meet the needs of public services worldwide.

We pride ourselves on our:

- High quality, practical advice and support for our clients
- Professionalism and integrity
- Ability to offer excellent value for money
- Sound experience and track record internationally
- Networks and partnerships across the world
- Flexible, collaborative approach
- Friendliness and focus on putting people first.

Where we are



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