

# 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  
ACCREDITED SHORT COURSE PROVIDER

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, 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 a range of 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.

#### **Who is the workshop 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 workshop will cover**

During the week you will:

- Discover the differences between innovation and change and explore the leadership skills required to successfully implement change and/or manage innovation
- Develop a wide range of skills, tools and techniques that can be used to implement change
- Understand the importance of managing stakeholder expectations and monitoring progress against targets
- Appreciate how to manage risk when implementing change and the importance of sound decision making
- Be able to use what you have learnt to analyse your own organisation's need for innovation and change.

You will be invited to give an informal presentation on your experience of change, whether that is as a participant or as a leader implementing change. You will be asked to whether the process used to implement change was successful, the challenges and to talk about the impact of the change on the organisation.

The workshop will include briefing and technical skills sessions, discussions, case studies, practical work, presentations and a visit to a public sector institution. It has been designed to be flexible so that it can be adjusted wherever practicable to meet your specific requirements and those of your organisation. 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. We include 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.

**Programme outline:**

	AM	PM
<b>Day 1</b>	Welcome and introductions: <ul style="list-style-type: none"> <li>• Programme overview</li> <li>• Leaders of change exercise</li> <li>• What is the difference between innovation and change?</li> </ul> Our experience of change strategy	Consequences of not changing Participants' informal presentations Innovation: What is it? <ul style="list-style-type: none"> <li>• Types of innovation</li> <li>• Benefits of innovation and change</li> </ul>
<b>Day 2</b>	Leading strategic change: <ul style="list-style-type: none"> <li>• Types of change</li> <li>• Drivers for change</li> <li>• VUCA: Black Swan</li> <li>• Readiness to change?</li> <li>• Tools for analysing change: SWOT and PESTLE</li> <li>• Strategic planning: Mission, vision and values</li> </ul>	What does change mean to you? Different reactions to change: the Kubler Ross Change Curve Stakeholder analysis: Who are your stakeholders? Governance and ethics in change: Exercises
<b>Day 3</b>	Managers as change agents: <ul style="list-style-type: none"> <li>• Planning tools: Lewins, Kotters</li> <li>• How to build a cohesive and effective team</li> <li>• Teamwork dysfunctions</li> </ul>	Emotional intelligence: Self-assessment <ul style="list-style-type: none"> <li>• What is Your leadership style?:adapt to overcome</li> <li>• Anticipating and managing resistance to change</li> <li>• Developing resilience</li> </ul>
<b>Day 4</b>	Project management during change <ul style="list-style-type: none"> <li>• Project management processes</li> <li>• Tools and techniques</li> <li>• Decision making and managing risk</li> </ul> Risk analysis and dealing with uncertainty	<i>Face-to-face or a virtual visit to a local authority</i>
<b>Day 5</b>	How to communicate change: Group exercise on putting it all together	Participants' personal action plans Review, evaluation and scope for follow-up Presentation of certificates of attendance

We reserve the right to change the programme as necessary.

**Workshop Director**

The Workshop Director will be Mark Irvine.

Mark is a consultant and facilitator who works with public and private sector clients in the United Kingdom, Africa, Europe and the Middle East. His extensive expertise in leadership and management training has been built upon a 30-year career as a senior manager in the public sector and as a successful leadership consultant. His particular interests are organisational strategy, change management, leadership development, organisational structure, culture and behaviour change and corporate governance. Mark is a recognised University Trainer at the Business School, Ulster University, Northern Ireland, and an approved Tutor and Assessor at the Institute of Leadership and Management, UK. He holds an MSc in Executive Leadership, a BSc Hons in Management Practice and is a qualified Chartered Management Institute Coach and Project Manager. He was a Chairperson of a Football Club for eight years and an Executive of Ards and North Down Sports Forum, Northern Ireland.

**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, please 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 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 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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