MERCURY

Change Leadership & Resilience Framework for Leaders

28 December 2026 – 1 January 2027
Johannesburg (South Africa)



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Introduction

In today's rapidly evolving business environment, leaders will navigate constant disruption, organizational transformation, and uncertainty with confidence and clarity. This Change Leadership & Resilience Framework for Leaders course equips leaders with a structured approach to leading change while strengthening resilience at both the individual and organizational levels. It explores the strategic, behavioral, and cultural dimensions of change leadership, enabling participants to drive sustainable transformation initiatives. Through a combination of conceptual models and applied insights, the program emphasizes how leaders can foster adaptability, engagement, and performance during periods of change. Participants will gain a deep understanding of how to manage resistance, align teams, and build resilient systems that withstand volatility. Leaders will lead change initiatives effectively while maintaining stability, trust, and long-term organizational success.

Targeted Groups

This Change Leadership & Resilience Framework for Leaders training targets professionals seeking knowledge and skills:

- Senior executives leading organizational transformation initiatives.
- Mid-level managers are responsible for team performance during change.
- HR professionals are managing change management strategies.
- Project managers overseeing transformation programs.
- Business leaders are aiming to enhance resilience and adaptability.
- Strategy professionals are involved in organizational development.
- Consultants supporting change leadership and transformation.
- Professionals preparing for leadership roles in dynamic environments.

Course Objectives

Participants will achieve the following objectives by completing the Change Leadership & Resilience Framework for Leaders course:

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- Understand core principles of change leadership and organizational resilience.
- Analyze different change management models and frameworks.
- Identify drivers of organizational change and transformation strategies.
- Develop leadership approaches that support change readiness and adaptability.
- Evaluate resistance to change and apply methods to overcome it.
- Strengthen decision-making skills during uncertainty and disruption.
- Design strategies for building resilient teams and systems.
- Integrate communication plans that enhance engagement during change.
- Assess the organizational culture and its impact on the success of transformation.
- Apply leadership techniques to sustain long-term performance improvement.
- Measure the effectiveness of change initiatives using structured approaches.
- Align change strategies with business goals and competitive advantage.

Targeted Competencies

Participants will gain the following competencies during the Change Leadership & Resilience Framework for Leaders program:

- Strategic thinking in change leadership contexts.
- Organizational resilience planning and execution.
- Effective communication during transformation.
- Stakeholder engagement and influence.
- Decision-making under uncertainty.
- Change impact analysis and risk assessment.
- Leadership adaptability and emotional intelligence.
- Crisis management and recovery planning.
- Team alignment and performance management.
- Continuous improvement and transformation sustainability.

Studying Scenarios

In this Change Leadership & Resilience Framework for Leaders training, participants develop skills through the following scenarios:

- Leading organizational restructuring initiatives.
- Managing resistance during digital transformation.
- Responding to unexpected business disruptions.
- Aligning teams during strategic change implementation.
- Enhancing resilience in high-pressure environments.
- Communicating change across diverse stakeholder groups.
- Sustaining performance during periods of uncertainty.

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Course Content

Unit 1: Foundations of Change Leadership

- Define change leadership and its importance in modern organizations.
- Differentiate between change management and change leadership approaches.
- Explore key theories of organizational change and transformation.
- Identify internal and external drivers of change in business environments.
- Understand the role of leadership in driving successful transformation.
- Examine leadership styles that influence change outcomes.
- Analyze the relationship between strategy and the execution of change.
- Recognize common challenges in leading organizational change.

Unit 2: Building Organizational Resilience

- Define organizational resilience and its strategic importance.
- Identify factors that contribute to resilient organizations.
- Explore frameworks for resilience planning and development.
- Assess risks and vulnerabilities in dynamic business environments.
- Develop strategies for strengthening adaptive capacity.
- Integrate resilience into organizational culture and leadership practices.
- Evaluate resilience metrics and performance indicators.
- Align resilience strategies with long-term business sustainability.

Unit 3: Leading Change in Complex Environments

- Analyze complexity and uncertainty in modern organizations.
- Develop leadership strategies for navigating complex systems.
- Identify barriers to change and methods to address them.
- Apply structured approaches to managing transformation initiatives.
- Evaluate stakeholder roles and influence in change processes.
- Design communication strategies for effective change leadership.
- Foster collaboration and alignment across departments.
- Monitor progress and adjust strategies during implementation.

Unit 4: Managing Resistance and Driving Engagement

- Understand psychological and organizational sources of resistance.
- Identify early signs of resistance within teams.
- Develop techniques to manage and reduce resistance.
- Build trust and transparency during change initiatives.
- Engage employees through effective leadership communication.
- Align individual goals with organizational transformation objectives.
- Apply motivational strategies to enhance commitment.
- Strengthen leadership presence during challenging transitions.

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Unit 5: Sustaining Change and Performance Excellence

- Define sustainability in change leadership initiatives.
- Develop frameworks for maintaining long-term transformation success.
- Evaluate performance outcomes of change initiatives.
- Integrate continuous improvement into organizational practices.
- Align change outcomes with strategic business objectives.
- Strengthen leadership accountability in transformation efforts.
- Measure return on investment for change initiatives.
- Institutionalize best practices for ongoing resilience and adaptability.

Final Insights & Key Takeaways

Effective change leadership requires a balance between strategic vision, adaptability, and resilience to navigate uncertainty successfully. Leaders who build resilient systems and engage stakeholders effectively can sustain transformation and achieve long-term organizational excellence.