



# Managing Change in Local Government

Fiona Sutton-Wilson, Head of APSE Training

[training@apse.org.uk](mailto:training@apse.org.uk) | 0161 772 1810

## Course Brochure

# Managing Change in Local Government

## Course Overview

Are you leading or managing change in your authority or service? Are you merging or closing a service, redeploying staff or creating a new service within a climate of reorganisation or strategic change?

This one-day Change Management masterclass will provide a robust overview of Change Management, as a discipline, and its application in a local authority setting.

You will gain an overview of the key Change Management theories and how they can be applied; assess the nature and scope of change and its impact; explore ways in which people respond to change; and examine strategies to implement change successfully.

This highly interactive course is delivered over four units in which you will be invited to apply learning to your own setting, creating a toolkit for transformational change.

Local government is a dynamic environment, in which change is inevitable. With a changing landscape in local government, it has never been more important for current leaders to master the discipline to Change Management to ensure successful public service delivery.

## Learning Outcomes

1. Recognise Change Management as a discipline.
2. Observe how change fits into the organisational life cycle.
3. Appreciate theories of change and their application in a dynamic public service environment.
4. Evaluate the human element and the ways in which people resist, respond, and adapt to change.
5. Appraise approaches to implement change which maximise benefits and minimise disruption.
6. Assess the competencies required to manage change effectively.
7. Devise a toolkit to enable transformational change in your authority setting.

## Who should attend?

Leaders, managers, team leaders, programme managers, people officers and leaders, especially HR and organisational development.

# Managing Change Course Programme

For further information, please contact [training@apse.org.uk](mailto:training@apse.org.uk)

|               |   |
|---------------|---|
| 09:15 - 09:30 | REGISTRATION (and Tech Check)   |
| 09:30 - 11:00 | <b>UNIT 1: Introduction to Change Management</b> <ul style="list-style-type: none"><li><input type="checkbox"/> What is Change Management?</li><li><input type="checkbox"/> Background to change theory</li><li><input type="checkbox"/> Local government context - a climate of reform</li></ul> |
| 11:00 - 11:15 | COMFORT BREAK   |
| 11:15 - 12:30 | <b>UNIT 2: Organisational Change</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Reasons for change</li><li><input type="checkbox"/> Designing the transformation</li><li><input type="checkbox"/> Building understanding and alignment</li></ul>                              |
| 12:30 - 13:15 | LUNCH   |
| 13:15 - 14:30 | <b>UNIT 3: The Human factor</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Responses to change</li><li><input type="checkbox"/> Stages of change</li><li><input type="checkbox"/> Stakeholder engagement</li></ul>  |
| 14:30 - 14:45 | COMFORT BREAK   |
| 14:45 - 15:45 | <b>UNIT 4: Successful Implementation</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Managing transformation</li><li><input type="checkbox"/> Communicating and celebrating success</li><li><input type="checkbox"/> Action planning and next steps</li></ul>                  |
| 15:45 - 16:00 | PLENARY, FEEDBACK AND CLOSE   |

## In-house - tailored training to meet your needs.

The package includes:

-  A pre-course consultation so we can tailor the course to meet your needs.
-  Trainee Needs Analysis.
-  Customisation of the slide pack.
-  Delivery of the course on a mutually convenient date and time to meet your authority's needs and working patterns.
-  Analysis of trainee feedback, which we share with you.
-  Trainer feedback, if required.
-  Post-course materials on password-protected hidden webpage.

If delivered online, the course is suitable for up to 15 participants and over two half-days or one full day, via Microsoft Teams

If delivered onsite, it is suitable for up to 20 participants. Trainer travel, subsistence and accommodation is charged at cost.

**ENQUIRE ABOUT AN IN-HOUSE COURSE [HERE](#)**

## About APSE Training

APSE (Association for Public Service Excellence) is a not-for-profit local government think tank, working with over three hundred councils throughout the UK, promoting excellence in public services. As the foremost specialist in local authority front line services, APSE hosts a network of front line service providers in areas such as waste and refuse collection, parks and environmental services, leisure, school meals, cleaning, housing, and building maintenance.

APSE Training aims to provide inspiring and impactful lifelong learning and development opportunities, nurturing talent and enabling growth. A broad range of courses are available via the APSE website and as bespoke in-house courses. APSE Training is compliant with APSE's Quality Assurance processes under ISO 9001, ISO 14001, ISO 27001 and GDPR. We are also a Platinum Carbon Literate Organisation, which demonstrates our commitment to raising awareness of the climate crisis.

## Contact Details

The team is ready to help.

Please direct enquiries to: [training@apse.org.uk](mailto:training@apse.org.uk) | 0161 772 1810

3<sup>rd</sup> Floor Trafford House, Chester Road, Old Trafford, Manchester, M32 0RS

APSE Head of Training: [Fiona Sutton-Wilson](#)

Senior Training Officer: [Amy Caldwell](#)

Training Co-ordinator: [Olivia Wright](#)

Business Support Assistant (Finance): [Daniel Lee](#)

**INVESTORS IN PEOPLE™**  
We invest in people Gold

**NEW MUNICIPALISM**  
Delivering for local people and local economies

Follow our Linked in and X pages:



@APSE - Association for  
Public Service Excellence



@apseevents  
@apsenews

Carbon Literate  
Organisation  
Platinum



[www.apse.org.uk](http://www.apse.org.uk)