JUPITER PRIME
Consulting • Training • Advisory
جوبيتر برايم للاستشارات والتدريب

COURSE BROCHURE

Workplace Change Communication for Office Moves and FM Transitions Course

8 – 12 August 2027
Amman

Workplace Change Communication for Office Moves and FM Transitions Course

Ref: 309_10358 **Date:** 8 – 12 August 2027 **Location:** Amman **Fees:** 4200 GBP

Workplace Change Communication is a 1-week training course for managers and team leads guiding office moves, workplace redesigns and FM service transitions, built around one work product, a change communication plan. New layouts, desk sharing, relocations and changes of service provider unsettle people quickly, and the way a change is explained often decides whether it sticks. Jupiter Prime Training delivers this course on Workplace Change Communication.

Why Workplace Change Communication Matters Now

Three groups feel workplace change most. Employees face hybrid patterns, shared desks and new buildings that alter daily routines and sense of belonging. Facilities and real estate teams must deliver moves and contractor changes on tight timetables without disrupting operations. Senior leaders need adoption of new spaces and services to realise the savings behind the decision. When communication is planned, people arrive at the new floor knowing where to sit, whom to call and why the change happened; when it is not, rumour, complaints and empty desks follow. The course draws on recognised practice in stakeholder engagement and change communication, described in general terms.

Who Gains Most from Workplace Change Communication

- Managers who lead their teams through relocations, refurbishments and new ways of working
- Facilities and move coordinators who announce timetables, access and service changes
- Team leads who answer daily questions and concerns about the new workplace
- Internal communication partners who shape messages and channels for change
- Service transition leads who introduce new cleaning, security or helpdesk providers

A department or business unit facing a move gains most when its managers, facilities coordinators and communication partners attend together and share one message house.

Workplace Change Communication Capabilities

Participants leave able to explain a workplace change clearly, listen to the reaction and adjust before resistance hardens.

- Build a stakeholder map that ranks groups by impact and influence — project sponsors
- Design key messages and a message house for a move or service change — managers and spokespeople
- Specify a channel and timing calendar from announcement to settling-in — facilities and HR
- Apply techniques to surface and respond to resistance — team leads
- Test feedback channels such as pulse surveys and floor walks — occupants
- Calculate adoption indicators for space and service use — leadership

Key Workplace Change Communication Terms

- Stakeholder Map — a grid placing affected groups by their influence and how strongly the change touches them.
- Message House — a one-page structure with a core message, supporting points and evidence used by every spokesperson.
- Change Champion — a respected team member who explains the change locally and relays concerns to the project.
- Pulse Survey — a short, frequent questionnaire that tracks sentiment during a change.
- Communication Cascade — a sequence in which leaders brief managers, who then brief their teams with the same core content.
- Adoption Indicator — a measure showing whether people are using the new space, tool or service as intended.

Workplace Change Communication Day by Day

Day 1: The Human Side of Workplace Change

- Workplace Change Types — Moves, Redesigns, Hybrid Policies and Provider Switches
- Emotional Response Curve — Anticipating Shock, Doubt and Acceptance
- Stakeholder Mapping Grid — Influence and Impact for Each Group
- Change Readiness Check — Gauging Trust and Past Change History
- Case Contrasts — Hospital Ward Relocation and Office Desk Sharing

Day 2: Planning the Communication

- Communication Objectives — Awareness, Understanding and Action Targets
- Message House Design — Core Story, Proof Points and Answers
- Channel Selection — Town Halls, Floor Briefings, Intranet and Signage
- Timing Calendar — From Announcement to Day-One Welcome
- Cascade Briefing Packs — Equipping Managers With Consistent Content

Day 3: Handling Resistance and Concerns

- Resistance Sources — Loss of Personal Space, Status and Routine
- Listening Sessions — Structured Questions and Visible Responses
- Difficult Conversation Techniques — Acknowledge, Explain and Agree Next Steps
- Change Champion Network — Recruiting and Briefing Local Advocates
- Rumour Control — Fast Facts and FAQ Updates

Day 4: Feedback and Measuring Adoption

- Two-Way Feedback Channels — Pulse Surveys, Suggestion Boxes and Floor Walks
- Move-Day Support Design — Help Points, Guides and Snagging Lists
- Adoption Indicators — Desk Utilisation, Booking Use and Helpdesk Calls
- Sentiment Tracking — Reading Survey Trends and Comments
- Course Correction Decisions — Adjusting Messages After Feedback

Day 5: Practising the Change Communication Plan

- Case Change Diagnosis — Applying Stakeholder Mapping and Readiness Check
- Message and Channel Build — Applying the Message House and Calendar
- Resistance Role-Play — Applying Listening and Response Techniques
- Peer Feedback Round — Testing Clarity With Fellow Participants
- Change Communication Plan — Completing the Plan for a Real Change

Applying Workplace Change Communication After the Course

- Draft a message house for the next planned move or service change and test it with three team members before the first announcement.
- Launch a weekly pulse survey of three questions during the change and share the results and responses with the team.

Workplace Change Communication Questions FAQ

What is Workplace Change Communication and why does it matter now?

Workplace Change Communication is the planned way managers explain, listen and respond during office moves, redesigns and service changes. It matters now because hybrid working and frequent relocations unsettle people, and adoption of new spaces depends on clear, two-way communication.

Which roles gain most from Workplace Change Communication?

Managers and team leads guiding workplace change gain most. Facilities coordinators, internal communication partners and service transition leads also benefit because the course covers messages, channels, resistance and adoption measures.

How does Workplace Change Communication differ from a general change management course?

It focuses on communication during physical workplace and facilities service changes rather than whole-organisation transformation. A general course covers strategy and structures, while this course covers stakeholder maps, message houses, move-day support and adoption indicators.

What do you bring back from Workplace Change Communication?

You bring back a change communication plan for a real move or service change, with a stakeholder map, message house, channel calendar, resistance responses and feedback measures.

Workplace Change Communication: The Way Forward

The change communication plan gives the project sponsor a single basis for the first announcement, including who hears first and through which channel. Managers, facilities coordinators and change champions use it to keep messages consistent. After move day, revisit sentiment trends and adoption indicators to decide which messages need repeating or reshaping.