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COURSE BROCHURE

Change Resistance Hotspots and Transition Conflict Planning Training Course

14 – 18 March 2027
Kuala Lumpur

Change Resistance Hotspots and Transition Conflict Planning Training Course

Ref: 2968_112518 **Date:** 14 – 18 March 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Change Resistance Hotspots and Transition Conflict Planning is a 1-week training course for line managers and change leads running organisational change, who leave with a change conflict plan for a live initiative. Restructures and system replacements now overlap, so friction between teams surfaces earlier than schedules allow. Jupiter Prime Training offers this course for those leading change resistance and transition conflict planning.

Why Change Resistance and Transition Conflict Planning Matter Now

Organisations rarely run one change at a time. Overlapping initiatives compete for the same people, and each one shifts roles, reporting lines or workloads. Middle managers sit between sponsors demanding speed and staff demanding fairness. When resistance is ignored, disputes harden into absence, quiet non-cooperation or escalated grievances that stall the change. Anticipated, the same energy becomes useful feedback. The course rests on two plain ideas: resistance is predictable from what a change takes away, and conflict between teams follows the seams where work is handed over.

Who Gains Most from Change Resistance and Transition Conflict Planning

- Line managers whose teams lose tasks, tools or status during a restructure
- Change leads coordinating several workstreams that share staff and budgets
- Supervisors handling handover disputes between old and new process owners
- Department heads negotiating boundaries with peer units during a merger of functions
- Specialists seconded to transition offices who field complaints from the floor

A cross-functional group sent from one transition, such as a shared service set-up, gains most when several of its members attend together.

Change Resistance and Transition Conflict Planning Capabilities

Participants learn to read where a change will hurt, who will push back and which team boundaries will crack, then act before positions harden.

- Assess what each affected group stands to lose — sequencing of change announcements
- Map resistance hotspots by team, role and site — change sponsors
- Specify interface agreements between teams in transition — process owners on both sides
- Apply interest-based dialogue to handover disputes — line managers and supervisors
- Design escalation routes and response times for transition conflict — transition office
- Build a change conflict plan with owners and triggers — the steering group

Key Change Resistance and Transition Conflict Planning Terms

- Resistance hotspot — a team, role or location where a change removes the most and objection is most likely.
- Loss inventory — a list of what each group gives up in a change: tasks, skills, status, routine or relationships.
- Interface dispute — a disagreement between two teams over who owns work that moves during a transition.
- Interest-based dialogue — a conversation that separates what each side asks for from the underlying need behind it.
- Escalation route — the agreed path a transition dispute follows when the people involved cannot settle it.
- Early warning signal — an observable sign, such as rising absence or missed handovers, that conflict is building.

Change Resistance and Transition Conflict Planning Day by Day

Day 1: Reading the Change and Its Human Cost

- Change Scope Statement — Defining What Moves, Stops and Starts
- Loss Inventory by Group — Seeing What People Give Up
- Change Overlap Calendar — Spotting Collisions Between Concurrent Initiatives
- Sponsor and Staff Expectation Gap — Locating Early Sources of Friction
- Affected Population Profile — Sizing Impact Across Roles and Sites

Day 2: Locating Resistance Hotspots

- Resistance Hotspot Heat Map — Ranking Teams by Likely Objection
- Influence and Concern Grid — Deciding Whom to Engage First
- Pulse Survey and Listening Sessions — Hearing Objections Before Launch
- Rumour Log — Correcting Misinformation That Fuels Opposition
- Early Warning Signal Dashboard — Tracking Absence, Errors and Complaints

Day 3: Conflict at Team Boundaries

- Handover Seam Mapping — Finding Where Work Changes Hands
- Interface Agreement Template — Fixing Ownership Between Old and New Teams
- Role Clarity Chart for Transition Periods — Ending Duplicate or Orphaned Tasks
- Workload Rebalancing Table — Settling Disputes Over Extra Effort
- Peer Unit Boundary Negotiation — Agreeing Limits During Function Mergers

Day 4: Resolving Disputes During Transition

- Interest-Based Dialogue Steps — Moving From Positions to Needs
- Facilitated Joint Problem Session — Bringing Opposing Teams to Options
- Escalation Route Design — Deciding When Disputes Go Upward
- Fair Process Checklist — Protecting Trust When Decisions Disappoint
- Agreement Record and Follow-Up — Keeping Settled Issues From Reopening

Day 5: Practising the Change Conflict Plan

- Hotspot and Loss Summary — Applying Day One and Two Findings
- Interface Agreements for the Live Initiative — Applying Day Three Methods
- Dispute Response Playbook — Applying Day Four Resolution Steps
- Peer Stress Test of Plans — Challenging Assumptions Across Sectors
- Final Change Conflict Plan — Owners, Triggers and Review Dates Agreed

Applying Change Resistance and Transition Conflict Planning After the Course

- Run two listening sessions with the most affected team and update the resistance hotspot heat map with what is heard.
- Draft and sign one interface agreement with the peer unit that shares the largest handover during the current transition.

Change Resistance and Transition Conflict Planning Questions FAQ

What is change resistance and transition conflict planning and why does it matter now?

Change resistance and transition conflict planning is the practice of predicting where a change will meet objection and where teams will clash, then preparing responses. It matters now because overlapping initiatives leave staff little patience and disputes spread quickly.

Which roles gain most from change resistance and transition conflict planning?

Line managers and change leads gain most running restructures in hospitals or logistics firms, where many teams hand work to each other.

How does a change resistance and transition conflict planning course differ from a general mediation course?

A general mediation course teaches neutral third-party skills for any dispute. This one ties conflict handling to a specific change, so participants predict disputes from the change design and prepare team boundary agreements in advance.

What do you bring back from change resistance and transition conflict planning training?

You bring back a change conflict plan for your live initiative, with mapped hotspots, interface agreements and an escalation route.

Change Resistance and Transition Conflict Planning: The Way Forward

The change conflict plan first informs the order in which affected teams hear about the change and who meets them. Line managers use it for daily handover issues, while sponsors use its early warning signals in steering meetings. After the first wave of the change, revisit the hotspot map: resistance often moves to teams that seemed safe at launch.