



AI AND DIGITAL TRANSFORMATION TRAINING

Change Management for Digital Transformation Programmes

3 day course

Classroom, online or in-house

Course overview

Digital programmes fail through resistance far more often than through technology, and the resistance is usually rational: the new system is slower for the person using it, or it removes discretion they needed to do the job. This course takes that seriously. Delegates work through impact assessment at the level of the individual role, identifying who loses something and what, and engagement that surfaces objections early rather than after go live. Sponsorship and the visible commitment a programme needs are covered. Training design for a workforce with mixed digital confidence follows, including the people for whom this is a genuine barrier. Adoption measurement and the workarounds that indicate a design problem are addressed. Hypercare and support after go live are covered. The course closes on sustaining a change once the programme team has gone.

What you will learn

- Assess impact at the level of an individual role
- Identify who loses something and what they lose
- Surface objections before go live rather than after
- Secure visible sponsorship rather than nominal endorsement
- Design training for a workforce with mixed digital confidence
- Measure adoption and read workarounds as design feedback
- Support through hypercare and sustain the change afterwards

Who should attend

- Change management practitioners
- Digital transformation and programme managers
- Human resources business partners
- IT project managers implementing new systems
- Departmental heads leading system rollouts

Course outline

- 01 Resistance that is usually rational
- 02 Impact assessment by role
- 03 Who loses something
- 04 Engagement that surfaces objections early
- 05 Sponsorship and visible commitment
- 06 Training for mixed digital confidence
- 07 Adoption measurement and workarounds
- 08 Hypercare and sustaining the change

Upcoming dates



Dates	Venue	Format	Fee per delegate
7 to 9 October 2026	Pretoria, South Africa	Classroom	R14,950
25 to 27 November 2026	Windhoek, Namibia	Classroom	R14,950
2 to 4 December 2026	Accra, Ghana	Classroom	USD 995
6 to 8 January 2027	Addis Ababa, Ethiopia	Classroom	USD 995

Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

AfriScience Group | +27 61 536 6531 | info@afriScience.co.za | Pretoria, Gauteng, South Africa