

TRAINING PROPOSAL

From Resistance to Impact

Making Digital Transformation Work on the Ground

Prepared by

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1. Introduction

Many organisations are entering a decisive phase in its journey toward operational excellence. With a renewed emphasis on technology and digital tools, the organisation is positioning itself to remain competitive and responsive in a fast-moving market.

This proposal presents a one-day Digital Transformation Activation Workshop designed to directly address the human side of this shift. This is not a technical training. It is a structured, high-energy programme that helps your teams understand, embrace, and act on the opportunities that digital transformation brings to their daily work.

The goal is simple: move people from resistance to ownership, and from uncertainty to action.

2. Understanding Your Needs

Based on typical needs of an organisation (a pre-training interview will be scheduled):

- Help employees understand the strategic reasons behind the push toward automation and technology.
- Build adaptability and a growth mindset across teams, encouraging openness to change.
- Reduce resistance and fear around new processes, creating a culture of constructive engagement.
- Empower employees to actively participate in identifying problems, suggesting improvements, and sharing honest feedback.

This programme is built to address each of these needs through a carefully sequenced experience that is practical, engaging, and immediately applicable.

3. Programme Overview

Programme Title	From Resistance to Impact: Making Digital Transformation Work on the Ground
Format	One-day facilitated workshop (interactive, no lectures)
Date	(to be confirmed)
Time	08:30 to 16:30
Breaks	Morning tea, Lunch, Afternoon tea

Audience	All employees involved in or affected by digital and process changes (cohort of ~ 14)
Facilitator	Shoayb Peerbocus

The day follows a deliberate journey designed to take participants through a transformation arc:

Resistance → Awareness → Ownership → Action → Impact

4. Course Objectives

By the end of this programme, participants will:

- Understand the business rationale behind digital transformation and why it matters to the organisation today.
- Recognise their own resistance patterns and understand that resistance is a natural human response, not a weakness.
- Develop a growth mindset that views new technology as a career opportunity, and mistakes as learning moments.
- Identify real operational inefficiencies, time-wasting tasks, and friction points in their daily work (resolving root cause for resistance/fear).
- Apply a simple change activation framework to turn ideas into concrete actions.
- Feel empowered to contribute ideas, raise concerns, and take ownership of improvements.
- Commit to a personal 30-day action plan with specific, measurable steps.(optional)

5. Learning Outcomes

This programme delivers measurable outcomes at both the individual and organisational level:

For Employees:

- Clarity on why the organisation is investing in technology and what it means for their roles.
- Practical tools to reframe fears into growth opportunities.
- Confidence to speak up, share feedback, and contribute to problem-solving.
- A personal action plan they can execute immediately (optional).

For the Organisation:

- Reduced resistance to digital initiatives across teams.
- A clear map of real operational frictions identified directly by the people who experience them.
- Increased employee engagement and sense of ownership in transformation efforts.
- Quick-win improvement opportunities ready for execution within 30 days.
- A foundation for sustained change, not a one-off event.

6. Programme Modules

The workshop is structured into eight carefully sequenced modules, each building on the previous one:

#	Module	Description	Key Activities
1	Wake-Up Call	Creating urgency and business awareness. Why transformation is about relevance, not just technology.	Future Shock Simulation: What breaks first in our business?
2	The Human Barrier	Surfacing fears and normalising resistance. Understanding that it is human, not incompetence.	Resistance Wall exercise. Anonymous sharing and group discussion.
3	Mindset Shift	Moving from fixed to growth mindset. Viewing technology as opportunity, mistakes as learning.	Power of Yet exercise. Personal reflection on skills to develop.
4	The Friction Hunt	Identifying real operational inefficiencies: wasted time, errors, manual repetition.	Team-based friction mapping on real work processes.
5	Making Change Work	A simple framework to move from idea to execution. If it does not start next week, it will not start.	Apply the framework to a real problem from the Friction Hunt.
6	Team Engagement	Activating participants as change drivers. Involving teams, gathering ideas, building ownership.	Design an engagement plan: how to involve your team in change.
7	Psychological Safety	Enabling honest communication and a culture where speaking up is safe and valued.	Facilitated discussion: Who has seen a problem but stayed silent?
8	Action Commitment (optional)	Each participant commits to a personal 30-day plan with clear, specific actions.	Define: 1 inefficiency to fix, 1 behaviour to change, 1 action to start next week.

7. Our Approach

This is not a lecture. Every module is designed to be interactive, practical, and directly relevant to the participants. The methodology combines:

- Facilitated group discussions that draw on real experiences and real challenges.
- Hands-on exercises using actual operational scenarios from the participants' own work.
- Individual reflection moments that make the learning personal and actionable.
- Team-based problem-solving that builds collaboration and shared ownership.
- Structured canvases and workbooks that guide thinking and capture outputs.

Each participant receives a workbook with nine guided canvases covering every stage of the programme, from resistance mapping to their 30-day execution plan. These become working documents they take back to their teams.

8. Indicative Agenda

Time	Session	Focus
08:30 - 09:00	Welcome and Scene Setting	Introductions, objectives, ground rules
09:00 - 10:00	Module 1: Wake-Up Call	Future Shock Simulation
10:00 - 10:30	Module 2: The Human Barrier	Resistance Wall exercise
10:30 - 10:45	Morning Tea Break	
10:45 - 11:30	Module 3: Mindset Shift	Power of Yet, personal reflection
11:30 - 12:30	Module 4: The Friction Hunt	Team-based friction mapping
12:30 - 13:30	Lunch Break	
13:30 - 14:30	Module 5: Making Change Work	Framework application to real problems
14:30 - 15:15	Module 6: Team Engagement	Designing engagement plans
15:15 - 15:30	Afternoon Tea Break	
15:30 - 16:00	Module 7: Psychological Safety	Facilitated discussion
16:00 - 16:30	Module 8: Action Commitment	30-Day plan and closing (Optional)

9. Deliverables

The following deliverables are included in this engagement:

1. Pre-Workshop

- Customised programme design aligned to organisation's specific context and objectives.
- Participant workbook with nine guided canvases.
- Facilitator-led slide deck (minimal text, maximum engagement).

2. During the Workshop

- Full-day facilitation by Shoayb Peerbocus.
- All printed materials and exercise canvases.

- Real-time capture of insights, resistance themes, and friction points.
- 3. Post-Workshop (Optional)**
- Executive Summary Report: key insights, resistance themes, operational frictions identified, and recommended quick wins.
 - Consolidated 30-Day Action Plans from all participants.
 - Strategic recommendations for sustaining momentum beyond the workshop.

10. Why This Programme Works

Most transformation training fails because it focuses on information, not activation. Employees leave with knowledge but no ownership. This programme is different:

- It starts with the real fears and concerns of your people, not with slides about technology.
- It uses their actual work processes to find real improvements, not hypothetical case studies.
- It gives every participant a concrete, personal action plan they commit to in front of their peers.
- It creates psychological safety so people speak honestly, not just politely.
- It delivers immediate, actionable outputs for leadership: a map of frictions, a list of quick wins, and a set of committed actions.

This is not about changing what people know. It is about changing what people do.

11. About Your Facilitator

Shoayb Peerbocus brings over 20 years of experience across IT consulting, digital transformation, and project management. As founder of Innovanta One and co-founder of Smartsolvz, he works with organisations across Mauritius and the region to translate strategy into operational reality.

A certified PMP trainer and President of the PMI Mauritius Chapter, Shoayb is known for making complex topics practical and accessible. His approach is grounded in real business outcomes, not theory. He has led transformation engagements across sectors including finance, construction, hospitality, and professional services.

He brings to every session a unique blend of strategic perspective and hands-on operational experience, ensuring that what is learned in the room translates directly into results on the ground.

12. Next Steps

To proceed, we suggest the following:

#	Action	Details
1	Confirm preferred date	Within first two weeks of June 2026
2	Share participant list and any specific context	To allow final customisation of exercises
3	Logistics coordination	Venue, equipment, and material printing
4	Workshop delivery	Full-day facilitated session
5	Post-workshop debrief	Executive summary and recommendations

"Transformation is not something the company does. It is something your people do every day."

Shoayb Peerbocus

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