



Leading Digital Transformation & Change Management in the Railway Sector

PIK875-0626 USA-OR-2



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**If you can't train them,
you can't blame them!**

Short Description:

Digital transformation is reshaping the railway industry through automation, smart infrastructure, predictive maintenance, and data-driven operations. For Human Capital Managers, this shift is not just technological—it is deeply human. Successfully navigating transformation requires aligning people, culture, leadership, and skills with rapidly evolving systems and processes. This two-week intensive program equips HR leaders with practical tools and strategies to lead transformation initiatives effectively. Participants will explore change management frameworks, workforce reskilling, digital culture building, and stakeholder engagement within the unique operational and safety-sensitive context of railway organisations. The course blends theory with real-world railway applications to ensure immediate relevance and impact.

Course Overview:

COURSE OBJECTIVES

- Understand the impact of digital transformation on railway workforce structures.
- Apply structured change management models in large-scale operations.
- Design workforce reskilling and upskilling strategies for digital environments.
- Manage resistance and build employee buy-in during transformation.
- Align HR strategy with digital and operational business goals.
- Measure and sustain transformation outcomes through HR metrics.

TARGET AUDIENCE

- Human Capital / HR Managers in railway companies.
- Organisational development and change management professionals.
- HR business partners supporting operations and engineering teams.
- Training and talent development specialists.
- Mid-to-senior managers involved in digital transformation initiatives.
- Leaders responsible for workforce planning and culture transformation.

Program Outline:

DAY-1: Introduction to Digital Transformation in Railways

- Overview of digital transformation in transport systems.
- Key technologies (AI, IoT, automation, smart rail).
- Global trends in railway modernisation.
- Impact on workforce & HR roles.
- Challenges specific to railway environments.

DAY-2: Foundations of Change Management

- What is change management?
- Overview of models (e.g., Kotter's 8-Step Change Model, ADKAR Model).
- Change vs. transformation.
- Role of leadership in change.
- HR as a change enabler.

DAY-3: Organisational Culture & Digital Mindset

- Understanding organisational culture.
- Building a digital-first mindset.
- Cultural barriers to transformation.
- Encouraging innovation in traditional industries.
- Role of leadership behaviours.

DAY-4: Workforce Impact & Skills Transformation

- Future skills in railway operations.
- Identifying skill gaps.
- Workforce planning in digital environments.
- Reskilling & upskilling strategies.
- Talent mobility & redeployment.

DAY-5: Stakeholder Engagement & Communication

- Identifying key stakeholders.
- Communication strategies during change.
- Managing unions & operational staff.
- Building trust & transparency.
- Feedback mechanisms & listening tools.

DAY-6: Managing Resistance to Change

- Understanding resistance (psychological & organisational).
- Common resistance patterns in railways.
- Techniques to overcome resistance.
- Coaching & influencing skills.
- Building change champions.

DAY-7: Digital HR Tools & People Analytics

- Introduction to HR digital tools.
- Using analytics for decision-making.
- Predictive workforce insights.
- Monitoring engagement & performance.
- Data-driven HR strategy.

DAY-8: Agile & Adaptive Leadership

- Principles of agile organisations
- Agile vs. traditional railway structures
- Leadership styles for transformation
- Decision-making in uncertain environments
- Empowering teams & decentralisation

DAY-9: Implementation & Change Road mapping

- Designing a transformation roadmap.
- Setting milestones & KPIs.
- Risk management in transformation projects.
- Integration with operations.
- Sustaining long-term change.

DAY-10: Measuring Success & Continuous Improvement

- Defining success metrics.
- HR KPIs for transformation.
- Continuous improvement models.
- Lessons learned & knowledge sharing.
- Final group presentations.

CASE-STUDY: Digital Transformation at Deutsche Bahn.