

Leading Through Change

Building Clarity, Confidence and Direction in Times of Uncertainty



Interactive Training

- Understanding how change and uncertainty affect thinking, behaviour and performance
- Strengthening self-leadership, emotional awareness and confidence under pressure
- Making sound decisions and creating direction when not all answers are available
- Communicating change with clarity, empathy and authenticity
- Building trust and psychological safety during periods of transition

Coach and Trainer



Dr. Anne Zuse
CEO & Founder | Executive Well-Being & Leadership Coach | Trainer
Luminaria Life GmbH
Cham, Switzerland

Program

Day 1 – Understand, Stabilise and Create Clarity

- Module 1: Understanding Change, Pressure and Personal Response Patterns
 - The psychology and neuroscience of change and uncertainty
 - How pressure affects attention, behaviour and decision-making
 - Recognising triggers, automatic reactions and personal transition patterns
 - Understanding resistance, emotional responses and performance dips
 - Self-leadership as the foundation for effective action during change
- Module 2: Strengthening Stability, Focus and Confidence Under Pressure
 - Emotional self-regulation in demanding situations
 - Practical techniques for grounding, focus and mental reset
 - Managing energy, expectations and psychological bandwidth
 - Using strengths, values and resources as stabilising anchors
 - Reframing uncertainty and reducing unhelpful assumptions
 - Tool: Personal Stability and Clarity Map

Day 2 – Communicate, Decide and Create Direction

- Module 3: Communicating Change and Guiding Others Through Uncertainty
 - Communicating clearly when not all answers are available
 - Balancing transparency, empathy and direction
 - Active listening and recognising concerns beneath resistance
 - Addressing difficult emotions and conversations constructively
 - Building trust and psychological safety through everyday communication
 - Supporting teams, colleagues and stakeholders effectively
- Module 4: Making Decisions and Building a Practical Change Roadmap
 - Decision-making under uncertainty and incomplete information
 - Clarifying priorities, responsibilities and meaningful next steps
 - Moving from reflection to focused action
 - Maintaining momentum without creating additional overload
 - Identifying support systems, communication needs and accountability
 - Developing a personal 8-week Change Roadmap

Aims and Objectives

Modern organisations require professionals and leaders to navigate constant change, shifting priorities, distributed teams and increasing expectations often with limited resources and incomplete information. This can make it difficult to maintain clarity, confidence and direction when they are needed most.

This interactive training provides practical tools and self-leadership skills to stay effective in uncertain and demanding situations. Participants explore how pressure and uncertainty affect thinking, behaviour and decision-making, and learn to respond consciously rather than react automatically.

Participants will learn to

- create clarity amid changing priorities, roles and expectations
- make sound decisions despite uncertainty
- manage pressure and maintain focus
- communicate change with confidence, empathy and transparency
- handle resistance and difficult emotions constructively
- strengthen trust, psychological safety and collaboration
- provide direction without having all the answers
- turn insights into realistic next steps

Worth knowing

Who should attend

This interactive training is designed for professionals, leaders and decision-makers working in dynamic and complex environments across healthcare, pharmaceuticals, life sciences, research, academia and other knowledge-driven organisations

It is particularly relevant for:

- Project Leaders and Program Managers
- Senior Specialists and Subject Matter Experts
- High Potentials and Emerging Leaders
- Professionals taking on new or broader responsibilities
- Team Leads and professionals in cross-functional or lateral leadership roles
- Decision-makers navigating restructuring, changing priorities, operating models or roles

Reasons to Join

- Understand how pressure and uncertainty affect thinking, behaviour and decision-making
- Gain practical tools to create clarity, maintain focus and provide direction during change
- Strengthen confidence in decision-making and communication when answers are not yet clear
- Learn to address resistance, concerns and emotional reactions constructively

Coach and Trainer



Dr. Anne Zuse

CEO & Founder | Executive Well-Being & Leadership Coach | Trainer
Luminaria Life GmbH, Cham, Switzerland

Dr. Anne Zuse is an ICF-accredited Executive Well-Being & Leadership Coach, Career Coach and Trainer with more than 25 years of international experience across healthcare, life sciences, leadership and professional development.

Having held senior leadership and global project roles herself, she understands the realities of navigating demanding professional environments, career transitions, visibility and change. Through Luminaria Life and her coaching work, she supports professionals and leaders in strengthening confidence, resilience and sustainable performance, navigating career and leadership transitions, and creating greater clarity and impact in their professional lives.

Recommended Seminars

Klar, souverän und selbstbewusst

October 20, 2026, Online Event

Programme aus dem EMA-Dschungel mit PV-Relevanz

October 27, 2026, Online Event

Was nicht im Risk Management Plan steht

November 10, 2026, Online Event

Inspection Preparedness and CAPA Planning Across Global Regulatory Environments

November 30, 2026, Online Event

Beton meets BtM: Pharmabauprojekte

December 1, 2026, Online Event

DSUR and PSUR/PBRER

December 4, 2026, Online Event

► This and other seminar offers can be found online on our website: www.akademie-heidelberg.de/online-seminare

Further Information

We are happy to answer your questions about this seminar, in-house trainings and our entire program.



Dr. Marion Müller and Arita Bajcinovci

Telefon 06221/65033-28

seminarorga.mueller@akademie-heidelberg.de

Registration Form

Leading Through Change

Last Name
First Name
Job Title
Company/Organization
Street Address/No.
Postal Code / City
Phone Number
Email Address
Assistant's Name
Date / Signature

Kindly send your registration to: anmeldung@akademie-heidelberg.de

Date and Time

16/18 November 2026

9:00 a.m. to 1:00 p.m.

Online access from 8:45 a.m.

Seminar code: 26 11 PK707 W

Fee

€ 890,- (plus VAT)

The fee includes access to the seminar as well as the presentation as a PDF file. After the seminar, you will receive a certificate confirming your attendance.

Special fee: € 790,- (plus applicable VAT) for registrations received by October 30, 2026.

General Terms and Conditions

Our general terms and conditions apply (as of 01.01.2010). If you wish, we can send these to you. An English version is available upon request. You can also view our general terms and conditions at any time on our website: www.akademie-heidelberg.de/agb

Procedure

- One day prior to the seminar you will receive an email with a link giving you direct access to the online seminar.
- In order to participate, you do not need to download and install any program. You can dial in directly via Zoom using your internet browser.
- You can ask questions at any time and discuss them with the speakers and other participants via your microphone and camera. Alternatively, you can use the chat to communicate.

**AH AKADEMIE
HEIDELBERG**

AH Akademie für Fortbildung Heidelberg GmbH

Maaßstraße 32/1 · D-69123 Heidelberg

Phone +49 (0) 6221/65033-0

info@akademie-heidelberg.de

www.akademie-heidelberg.de