

Trusted Transformation Partners- Organizational Change Management Highlights



Serving 100+
Clients over
30+ years

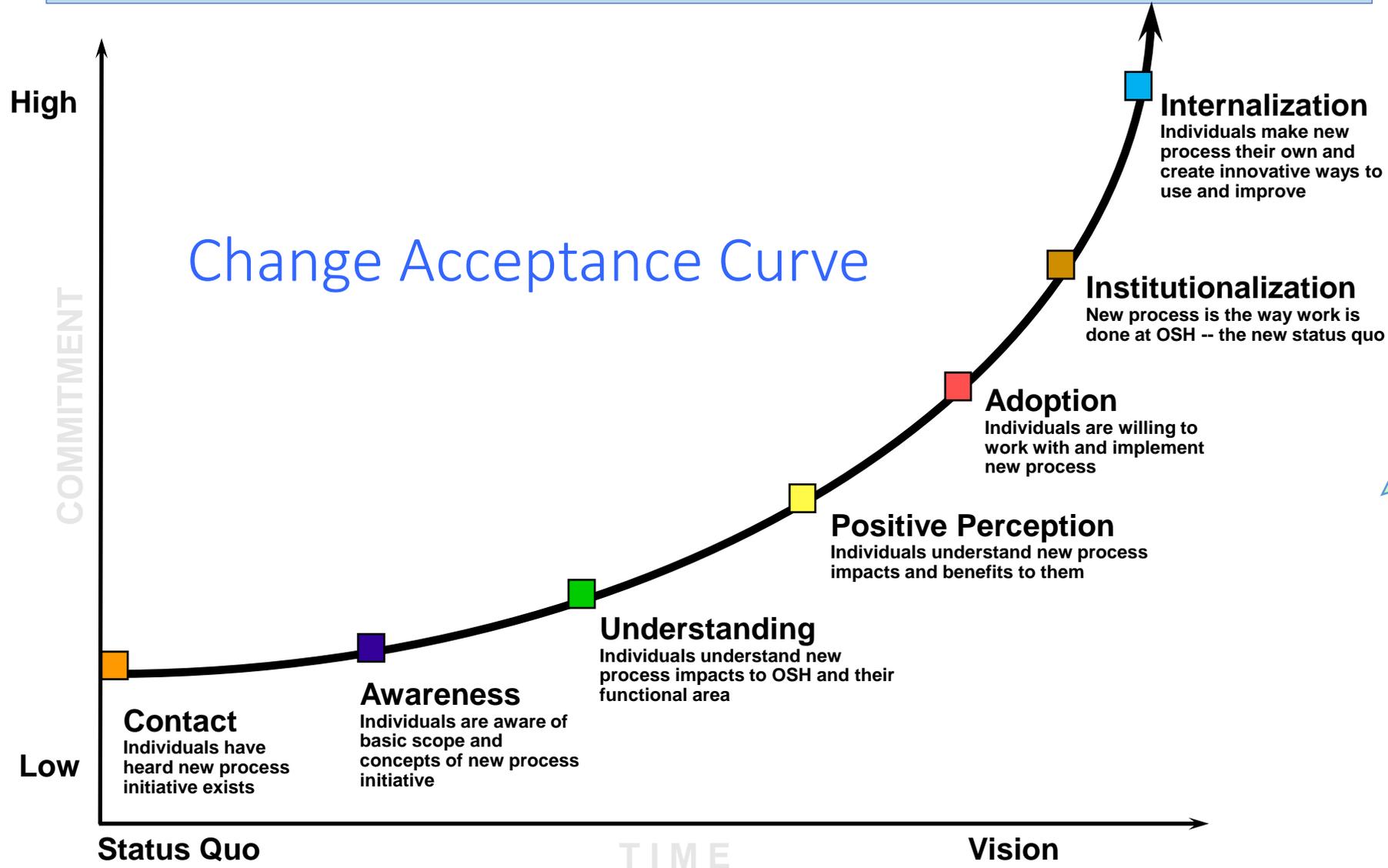
Change Management: Our Understanding

- Transformation requires alignment of: Systems, Processes, and People in order to succeed
- We often see high energy and focus on Systems and Process, but the People aspect of Transformation may be overlooked
- In order to deliver expected return on investments, we highlight the importance of Change Management as a part of strategic transformation
- New systems and optimized processes will lead to expected benefits such as reduced costs, higher revenues, and an enhanced customer experience...assuming that they ARE ADOPTED!

“Never doubt that a small, committed group of people can change the world. Indeed, it is the only thing that ever has.”

Margaret Mead

Why Change Management

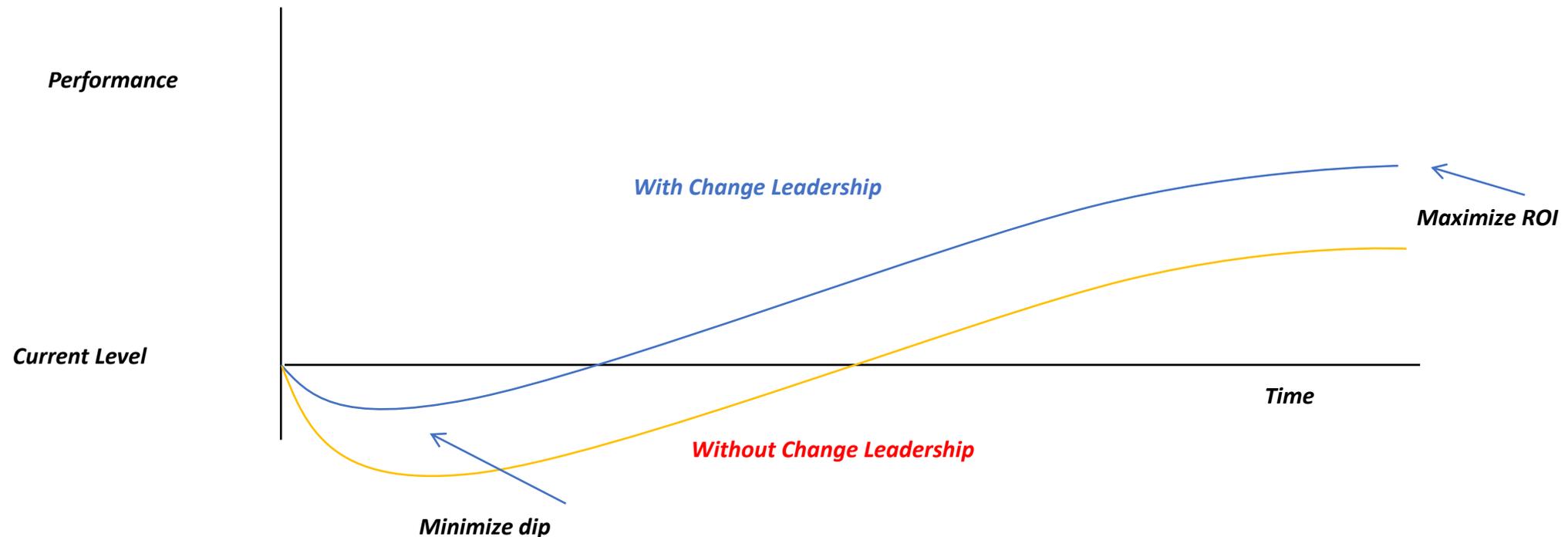


Managing and Leading Change helps speed adoption therefore speeds benefits realization

Why Change Management Matters

- ❑ Highlights and contrasts leadership alignment with Stakeholders and Team Members
- ❑ Assesses readiness vs. resistance to change so that appropriate action can be implemented
- ❑ Minimize dips in employee productivity typically experienced with change
- ❑ improve employee morale and capabilities through involvement, communication and education
- ❑ Provides vehicle to align KPIs and incentives with desired new system outcomes

TYPICALLY PERFORMANCE DIPS WITH ONSET OF CHANGE CAN DEFER ROI



Planning For Successful Change Management

- Assign a Change Management Lead who has done large transformations
- Identify Change Agents and assign experienced coach to assist in their role
- Create a definitive RACI (responsibility, accountability, council, and inform) matrix and get consensus across teams
- Evaluate impacts to the organization roles and responsibilities based on changes being made
- Prepare and assist impacted teams to allow them to understand the need for change and be led to acceptance
- Evaluate the future state capability requirements
- Evaluate both acceptance and capabilities using pre-defined measures
- Perform ongoing measurement of team as change is being introduced
- Create actions and remediation plans to drive acceptance

Successful Change Management Key Ingredients

- ✓ Have Executive Sponsorship be highly visible using multiple communication vehicles
- ✓ Create and publish a Change Leadership Agency network-be sure impacted areas have representation
- ✓ Celebrate the Change Agents as your future vision keepers
- ✓ Articulate strategy and reasons for change clearly
- ✓ Demonstrate inspiration and enthusiasm openly to impacted teams
- ✓ Develop and execute a multi-tiered communication plan across various constituents
- ✓ Use Training and Documentation to cross inform key users and other teams at the appropriate levels of detail
- ✓ Use reinforcement techniques to keep change leaders engaged
- ✓ Any question should be dealt with, and routed to the correct person for the answer
- ✓ Plan on crossing hurdles and creating new solutions or “work-arounds” – problems are a natural side effect of the change process
- ✓ Reward results
- ✓ Celebrate successes
- ✓ Keep abreast of all business changes, including turnover or new projects which impact
- ✓ Continue to manage and measure change acceptance post implementation

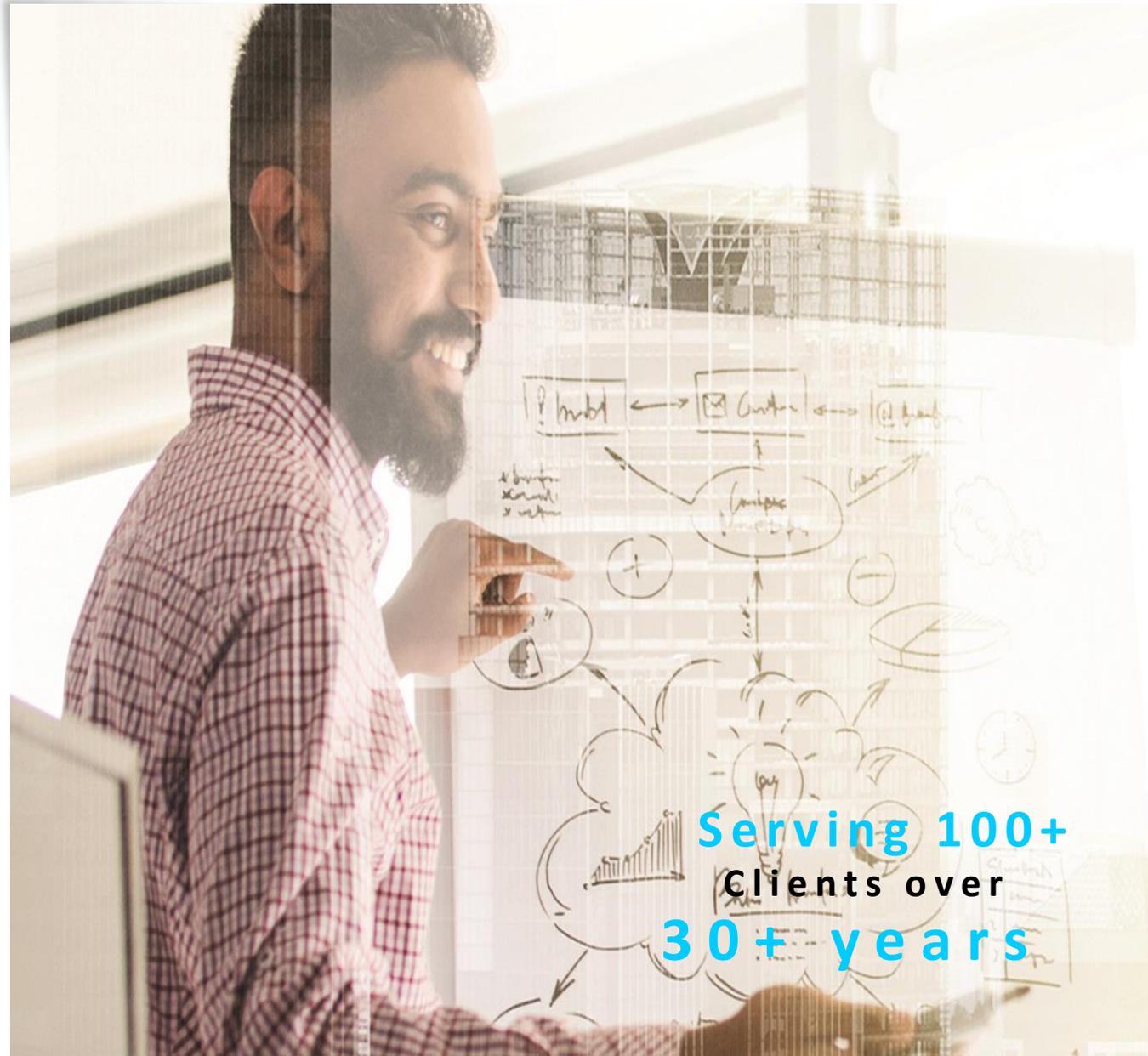
Final Thought on Change Management



“If you always do what you’ve always done, you’ll always get what you’ve always got.”

Source unknown

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