



Business Change

What areas do we cover?

The picture below illustrates the four people related areas where we have found that change management can make a significant difference to the success of a business transformation project. These can apply equally to culture change programmes through to transformations based on technology.



Our aim is to provide you with practical solutions that will enable you to gain the support and active involvement of your people.

We will do this by working with you to:

- ▶ Build consensus and commitment through constant dialogue with your people complemented by their active involvement in the programme
- ▶ Apply a range of well proven tools and techniques to drive implementation right through to achievement of the benefits identified
- ▶ Develop your organisation's own change management competencies
- ▶ Complete the necessary analysis to support informed decision making throughout the project



Approach

For significant change projects, we suggest breaking the programme down into four main phases:

- ▶ **Project definition** – clarifying the requirement
- ▶ **Implementation** – actually making the change
- ▶ **Focusing on results** – realising the benefits
- ▶ **Integration and lift off** – embedding and building on the benefits

We can provide support throughout the programme; alternatively you can choose to involve us at specific points as and when you wish.

The following outlines some typical activities and outcomes for the various phases where we can provide support.

	Activities	Outcomes
Stakeholder Management	<ul style="list-style-type: none"> ▶ Strategic review for board ▶ Stakeholder analysis ▶ Capability analysis ▶ Change preparedness assessment ▶ TU partnership workshops 	<ul style="list-style-type: none"> ▶ New business goals ▶ Stakeholder engagement plan ▶ Commitment from power base ▶ Involvement of key individuals ▶ Minimise negative ER impact
Communications	<ul style="list-style-type: none"> ▶ Create shared vision & objectives ▶ Identify features and benefits ▶ Stakeholder feedback process ▶ Customer and supplier awareness ▶ Coaching for communications team ▶ Best practice visits 	<ul style="list-style-type: none"> ▶ Communications strategy ▶ Detailed communications plan ▶ Shared commitment ▶ Feedback acted on ▶ People know what's going on ▶ Communicating progress
Developing Capabilities	<ul style="list-style-type: none"> ▶ Conduct training needs analysis ▶ Build change project team ▶ Leadership development ▶ Performance coaching process ▶ Role development workshops ▶ 1:1 and team coaching ▶ CM training for project team ▶ Develop new capabilities 	<ul style="list-style-type: none"> ▶ Training strategy ▶ Detailed training plan ▶ New performance targets ▶ Advocates for new approaches ▶ Revised role descriptions ▶ Revised personal objectives ▶ New skills & positive attitudes ▶ Effective managers & leaders
Achieving ROI	<ul style="list-style-type: none"> ▶ Identify business case drivers ▶ Identify tangible claimed benefits ▶ Business process audit ▶ Review legacy contracts ▶ Exit or redeploy legacy employees ▶ Cross functional review groups 	<ul style="list-style-type: none"> ▶ ROI achievement plan ▶ Quick wins identified ▶ Employee relations plan ▶ Cost saving targets achieved ▶ Sharing best practice ▶ Gain sharing

Contact us to explore how we can support you in achieving the change objectives you're considering for your organisation.