



OUR APPROACH TO CHANGE MANAGEMENT

We take a project management based approach to any form of change management. As each change project is very different, there is no single approach but there are a number of broad stages that all projects need to go through for effective implementation:

Stage 1: Strategy Development

We will help the senior management of the organisation develop a strategy that not only achieves the desired outcomes but also values and builds on what is good about the present.

Stage 2: People Dimension

Develop and implement a strategy for managing key stakeholders. In essence, this stage needs to be managed throughout the project. The success or failure of any change project will depend upon whether the staff and other stakeholders can be taken along throughout each stage of the process.

Stage 3: Planning

This process involves both a creative element as well as an analytical and systematic element. This is where the broad strategy is developed into a coherent and detailed plan, devolving responsibility and involvement, where possible, to the lowest level of the organisation.

Stage 4: Implementation

This stage is the implementation of the plan and if the planning has been effective then there should be contingency plans to deal with most problems. However, it is important that there is flexibility built into this process as not all problems can be foreseen. This depends on everyone involved have a clear vision, relating action back to the agreed objectives and having good monitoring and feedback mechanisms. Implementing change inevitably puts greater pressure on people and maintaining high morale through this stage is essential. We will work with the client organisation to support the effective management of this process.

Stage 5: Review and Withdrawal.

Our ultimate aim is to enable the client organisation to be capable of managing and maintaining the changes without our continued presence and to develop change management skills that will sustain them in the future. In addition to the regular reviews that will be carried out as part of monitoring progress, we will also carry out a final evaluation against the agreed criteria as well as reviewing the learning that has been gained.

Each change management project is different in terms of scope and size. We will put together a core team of consultants selected from a range of our experienced associates who will be best suited to work on the project.