

## **What is Organizational Change Management?**

The only constant for an organization and its people is change. The effectiveness of how that change is managed will directly impact the productivity and profitability of the organization. Whether change is a result of a new system implementation, a corporate merger, a new strategic initiative or ongoing staff development, your people will need to understand the importance of the change and why they are critical to its success. They will need to be equipped to do their jobs in the new environment. And, most importantly, they will need to know why it is in their best interest to change. Without addressing the needs of your people, even a technologically successful implementation is likely to fail because of the lack of user acceptance.

We work with the executive leadership and system implementation teams to provide strategic human resource and communication planning, assess organizational readiness, help define go-forward organization structure, plan for team and end user system training, lead and execute training classes, perform/lead system awareness sessions, lead end user transition workshops as well as deliver overall project communication. We can help drive change throughout your entire organization in a smooth and efficient manner.

## **Navigator Change Management Team**

All of the Navigator Management Partners change management consultants have previous experience working for the former 'Big Six' consulting firms, each with an average of eleven years of change and project management experience. Some are nationally recognized in their specific industry or area of expertise.

## **Solutions**

The Navigator Change Management Team offers the following solutions:

- Strategic human resource planning, including:
  - Organizational analysis and design
  - Recruiting/selection
  - Talent management
  - Succession planning
- Leadership coaching and development
- Learning analysis, design, development and delivery
- Communications management
- Business process reengineering
- Workforce transition
- System implementation organizational and human resource readiness
- Post-Training Performance Support
- Help Desk Planning

**Challenges, Solutions and Benefits:**

<b>Challenge</b>	<b>Solution(s)</b>	<b>Benefits</b>
The organization must be able to change quickly to meet market demands	<ul style="list-style-type: none"> <li>▪ Strategic Human Resource Planning</li> </ul>	<ul style="list-style-type: none"> <li>▪ Improved ability to capitalize on new market opportunities</li> </ul>
The organization has had a failed system implementation	<ul style="list-style-type: none"> <li>▪ System Implementation Change Management Methodology</li> <li>▪ Workforce Transition</li> </ul>	<ul style="list-style-type: none"> <li>▪ Increase return on technology investment</li> <li>▪ Increased user acceptance of new technology</li> <li>▪ Minimized loss of productivity at time of implementation</li> <li>▪ Improved human performance</li> </ul>
Underutilization of available technology	<ul style="list-style-type: none"> <li>▪ System Implementation Change Management Methodology</li> </ul>	<ul style="list-style-type: none"> <li>▪ Increase return on technology investment</li> <li>▪ Increased user acceptance of new technology</li> <li>▪ Increased productivity</li> </ul>
Too much time spent on system modifications	<ul style="list-style-type: none"> <li>▪ Business Process Redesign</li> </ul>	<ul style="list-style-type: none"> <li>▪ More efficient business processes</li> <li>▪ Less time spent to create and upgrade system modifications</li> </ul>
No one knows why a change is being made	<ul style="list-style-type: none"> <li>▪ Leadership Coaching and Development</li> <li>▪ Communications Management</li> </ul>	<ul style="list-style-type: none"> <li>▪ Realization of benefits associated with sustained change</li> <li>▪ Increased executive credibility among employees</li> </ul>
Need more consistent adoption of changes across departments	<ul style="list-style-type: none"> <li>▪ Leadership Coaching and Development</li> </ul>	<ul style="list-style-type: none"> <li>▪ Common strategic focus</li> <li>▪ Realization of change benefits across all departments</li> </ul>
Employees need to better understand their roles	<ul style="list-style-type: none"> <li>▪ Strategic Human Resource Planning</li> <li>▪ Learning Analysis, Design, Development and Delivery</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduced turnover costs</li> <li>▪ Increased productivity</li> </ul>
The right people need to receive the right information at the right time	<ul style="list-style-type: none"> <li>▪ Communications Strategy</li> <li>▪ Communications Plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ Less time spent on receiving irrelevant messages</li> <li>▪ Increased productivity</li> </ul>
Employees need to receive the right amount and type of training	<ul style="list-style-type: none"> <li>▪ Learning Analysis, Design, Development and Delivery</li> </ul>	<ul style="list-style-type: none"> <li>▪ Higher return on training investment</li> <li>▪ Increased knowledge transfer and retention</li> </ul>
Training materials are difficult to use or inconsistent	<ul style="list-style-type: none"> <li>▪ Learning Analysis, Design, Development and Delivery</li> </ul>	<ul style="list-style-type: none"> <li>▪ Improved mastery of training materials</li> <li>▪ Improved human performance</li> </ul>
Changes are not sustainable	<ul style="list-style-type: none"> <li>▪ Help Desk Planning</li> <li>▪ Post Training Performance Support</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provides a framework to integrate and support change across the organization</li> <li>▪ Increased likelihood that changes will be accepted and target improvements will be achieved</li> </ul>
No Change Management deliverables included in system implementation methodology.	<ul style="list-style-type: none"> <li>▪ System Implementation Change Management Methodology</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduces risk of omitting key human performance activities</li> <li>▪ Provides consistent planning and execution of human performance activities</li> </ul>