



**INFORMATION
LEADERSHIP**



Adoption & Change Management

Enable transformational change - the key to your success

Our methodology will be effective with almost any IT or IM implementation.

Cover all bases with the Change & Governance Framework

Our workshop materials, templates and plans will help you make sure your implementation is successful.

With over 15 years in the business we have seen a wide range of issues and challenges. We work with you to ensure you deliver a great experience: for users, leaders and the project team.

Governance Roadmap Priorities	focus	energise	Vision Energy Comms
Solutions Structure User experience	design	empower	Support Train Enable

Implementation tactics & plan

Our design process involves the creation of a custom change implementation strategy. Using our unique framework ensures effective change - get it right the first time.

Change management toolkit

Our change management model, based on behavioural types, targets all the people in your business to ensure success.

Use 24 colour coded activity cards that relate to a range of related practical and implementable tools.

Interactive workshops

We run full day change workshops involving a broader group of stakeholders, to introduce the change management toolset.

This allows the change management plan to be developed - by IL, the organisation, or co-created.

Gold
Microsoft Partner



**let's make
work better**

Cover all bases with our framework and workshops

Change Management Phases

Different tools are suitable for different phases of a change project. A change project will typically run through five phases:

1 Awareness

Prepare the business case and make the organisation aware of the change that is coming and what is possible

2 Engagement

Explore with stakeholders and users what is needed and the match to what may be delivered

Get key users and the organisation actively involved in the selection, design and deployment planning

3 Roll-out

Deliver the new tools and ways of working to users

4 Business as Usual

Support the change and ensure that new ways of working are bedded in

5 What's next?

Identify and act on new opportunities available as a result of the change

Implementation Strategy

Our framework for ensuring effective change is underpinned by these key elements:

Credibility Ensure the wider project team and stakeholders are 'walking the talk' so others have conviction and surety

Comms Develop messages, how they are delivered, and have conversations with the business

Stakeholders Gain resources and buy-in from the key people you need to support the project

Design & Processes Ensure the design and business processes are usable and useful

Learning & Support Establish enduring ways to empower people to best use and get the most from the new systems

Monitoring & KPI's Establish the right measures, and ways of calculating and communicating them, centred on the system being used as intended

Mechanisms of Control Close off old ways of working and enforce consequences that see the new system used as intended

"The change management workshops were a HUGE success! My expectations were exceeded and we've got a deeply engaged management team out of it!"

Justine Auton

Director, Client Experience Project
New Zealand Qualifications Authority

Contact us Today

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