

CHANGE MANAGEMENT

Key points to ensure successful adoption

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BLUEPRINT 2019
PLANNING FOR A FLEXIBLE FUTURE

Be the change you wish
to see in the world.

– Mahatma Gandhi



DEFINITION OF CHANGE

- **Change** is a general transition of something or phase to another state condition.
- Implies movement toward a goal, an idealized state, or a vision of what should be and movement away from present conditions, beliefs, or attitudes.
- A never ending process of readjustment and re-adaptation.
- The act of becoming better, or the result of something becoming better.
- Actions that result in the transformation of a given aspect of work.
- The opposite of static whereby events, ideas, processes transform, morph into different artifacts.

CHANGE MANAGEMENT- SUCCESS & FAILURE



TOYOTA

“Understanding that something major had to be done in order to keep pace with their Western rivals, Taiichi Ohno, an engineer at Toyota, convinced his managers to implement the just-in-time approach to manufacturing”



“They had been the leader of the movie rental market for years, management didn’t see why they should change their strategy”

“The internet didn’t kill Blockbuster, the company did it to itself.”

CHANGE MANAGEMENT – THE WHAT?

- Change management is the discipline that guides how we prepare, equip and support individuals to successfully adopt change in order to drive organizational success and outcomes *



* Reference: www.prosci.com

CHANGE MANAGEMENT – THE WHY?



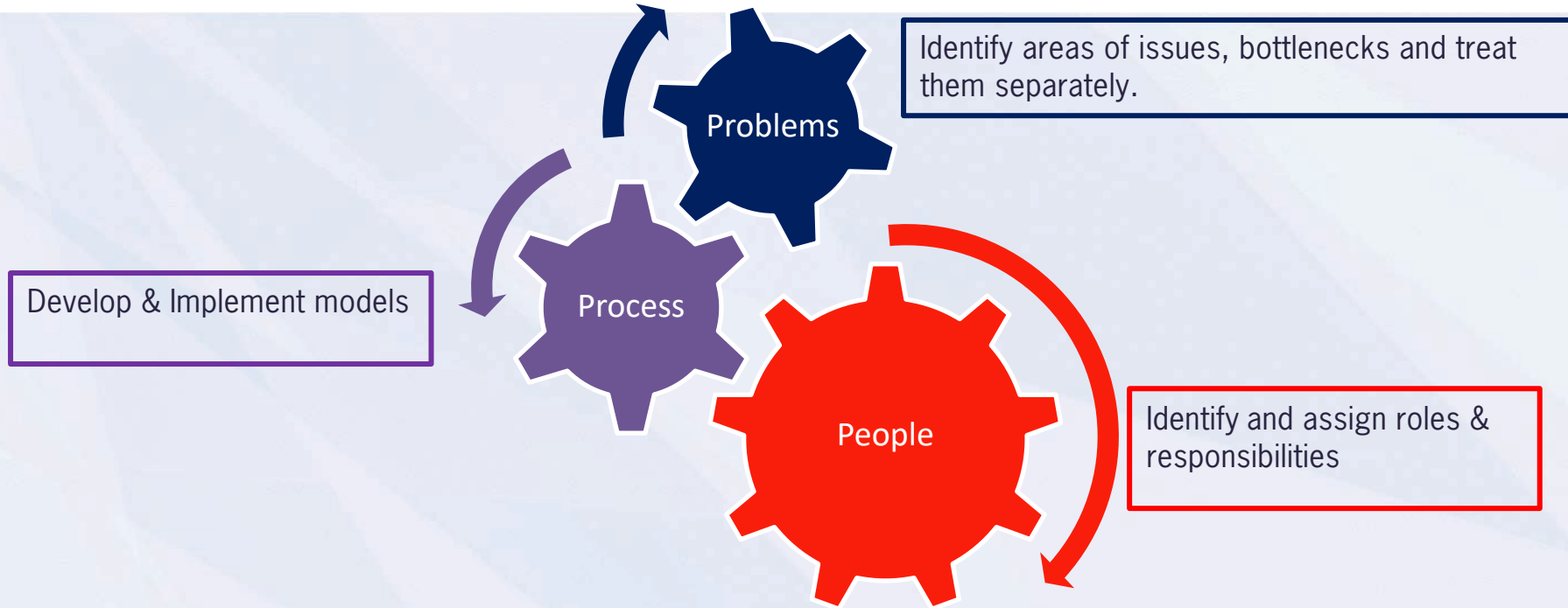
Change doesn't necessarily mean "fixing things", it means

- "going to the next level"
- Improving operational effectiveness
- Performance improvement
- Efficiency
- Making life easier

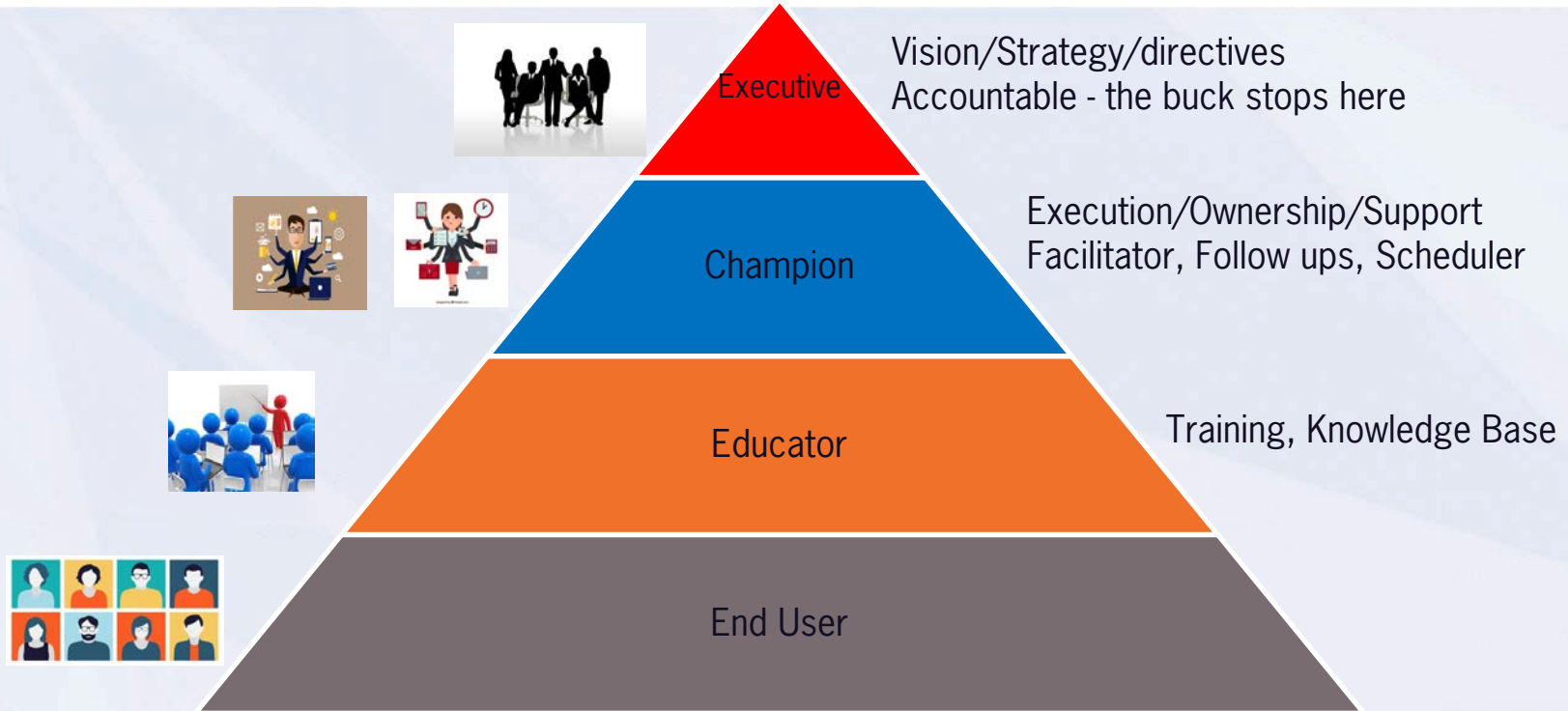
CHANGE MANAGEMENT – THE HOW?



3P'S OF CHANGE MANAGEMENT



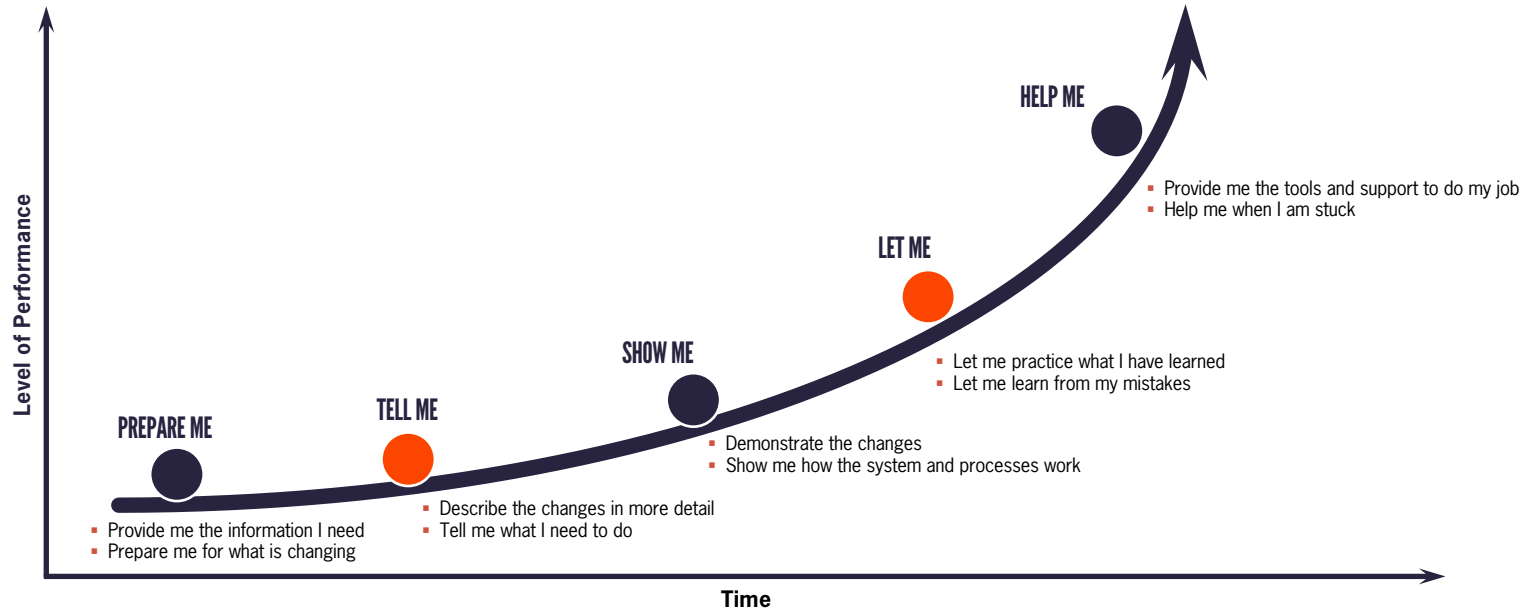
PEOPLE



PROCESS

- Implementation process
 - Big Bang vs Crawl-Walk-Run approach
- Measurement process
 - Milestones/goals
- Training and Education process

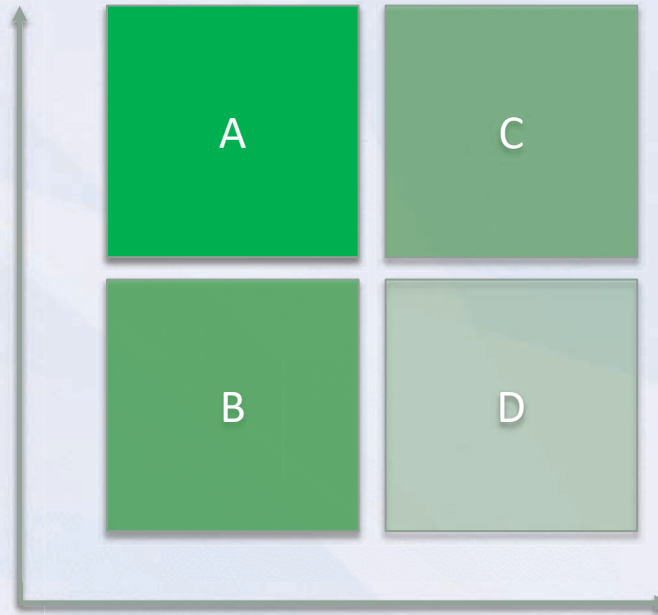
LEARNING CURVE – EDUCATION AND ADOPTION



PROCESS – USER ADOPTION



Benefits Realization



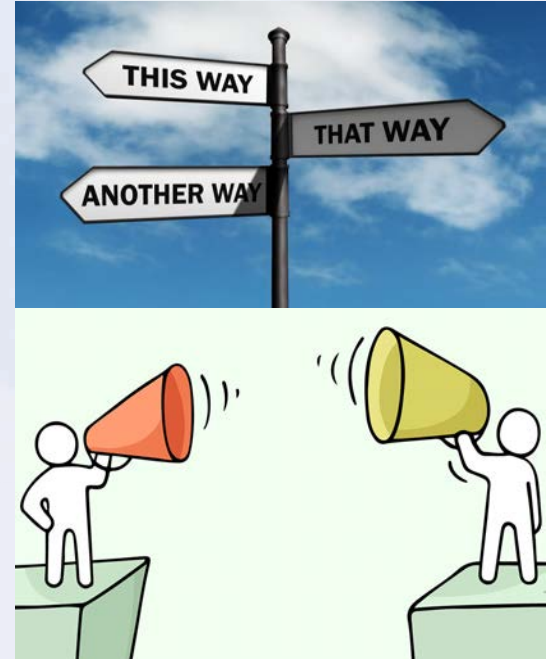
Amount of Effort



PROBLEMS

Potential problems that are typically encountered

- Too much change too soon
- Communication
- Timing of Change
- Misjudging the Early Adopters
- Wrong techniques to drive the change
- ...



CASE STUDY



Different teams handling different aspects of applications

Provided visual charts and Analytics to show progression (or lack thereof)

Empowered End Users to self organize

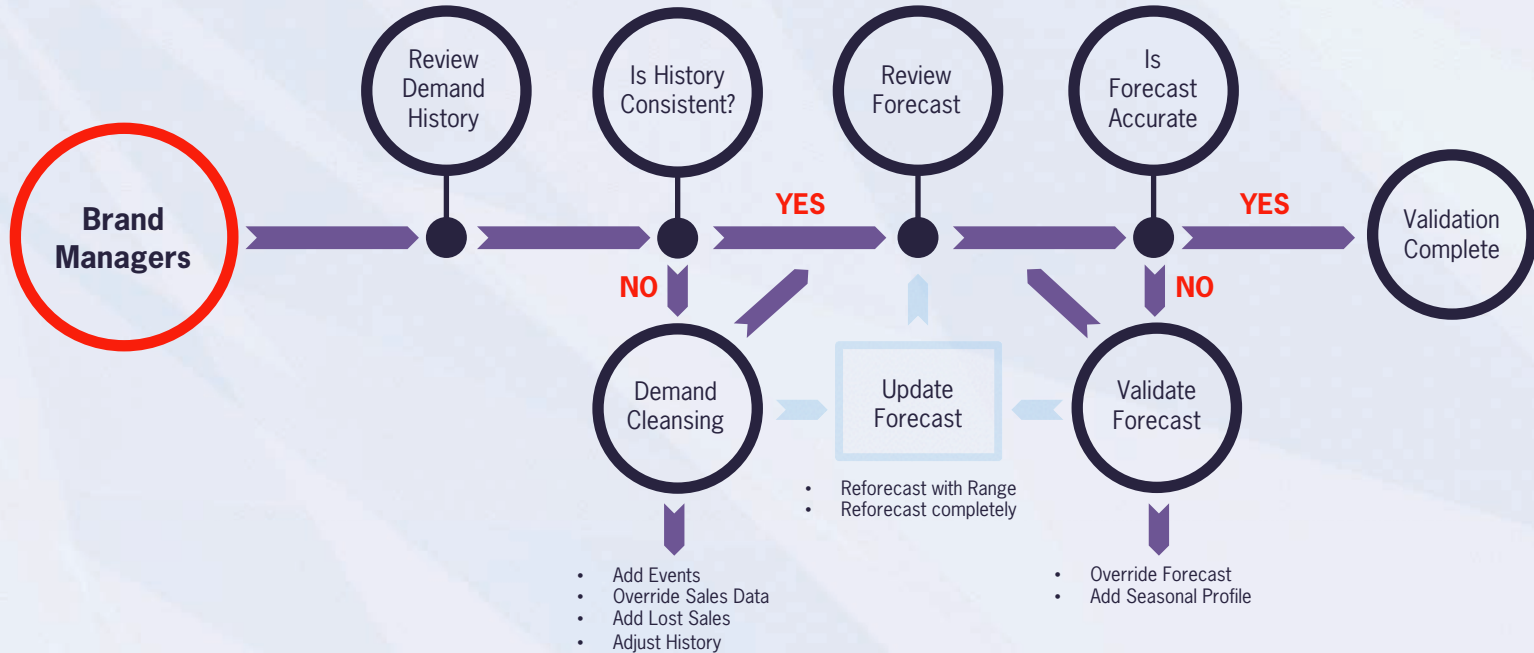


Review As-Is Process and generate To – Be process flow

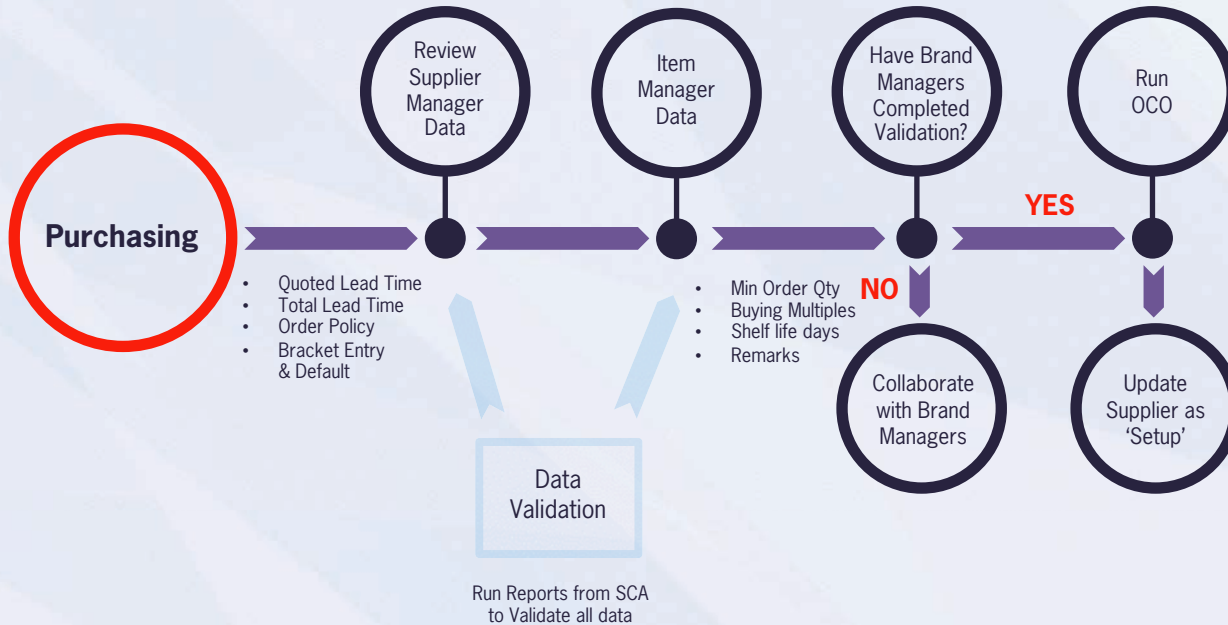
Build consensus and alignment on the flow.

Crawl Walk Run approach with multiple tailored training sessions

SAMPLE: BRAND MANAGER PROCESS FLOW



SAMPLE: PURCHASING PROCESS WORKFLOW



A BLUEPRINT TO EMBRACE CHANGE EFFECTIVELY

- ✓ Keep the **vision right** and straight, and articulate it effectively.
- ✓ Create organizational culture conducive to bring about change.
- ✓ **Communicate** clearly about the need to change.
- ✓ Enlighten people about the implications of the **status quo**.
- ✓ Show them benefits once the change is implemented.
- ✓ Coordinate all stakeholders effectively.
- ✓ Remove the **roadblocks** by alleviating their apprehensions.
- ✓ Show them **small gains** to ensure that entire change takes place smoothly without any resistance.

Source: <https://trainingmag.com/global-companies-failed-adapt-change/>

Q & A

There is nothing wrong with
Change, if it is in the
right *direction*.

~ Winston Churchill ~

WHAT WORKED FOR YOU

- Goal: learn from peers