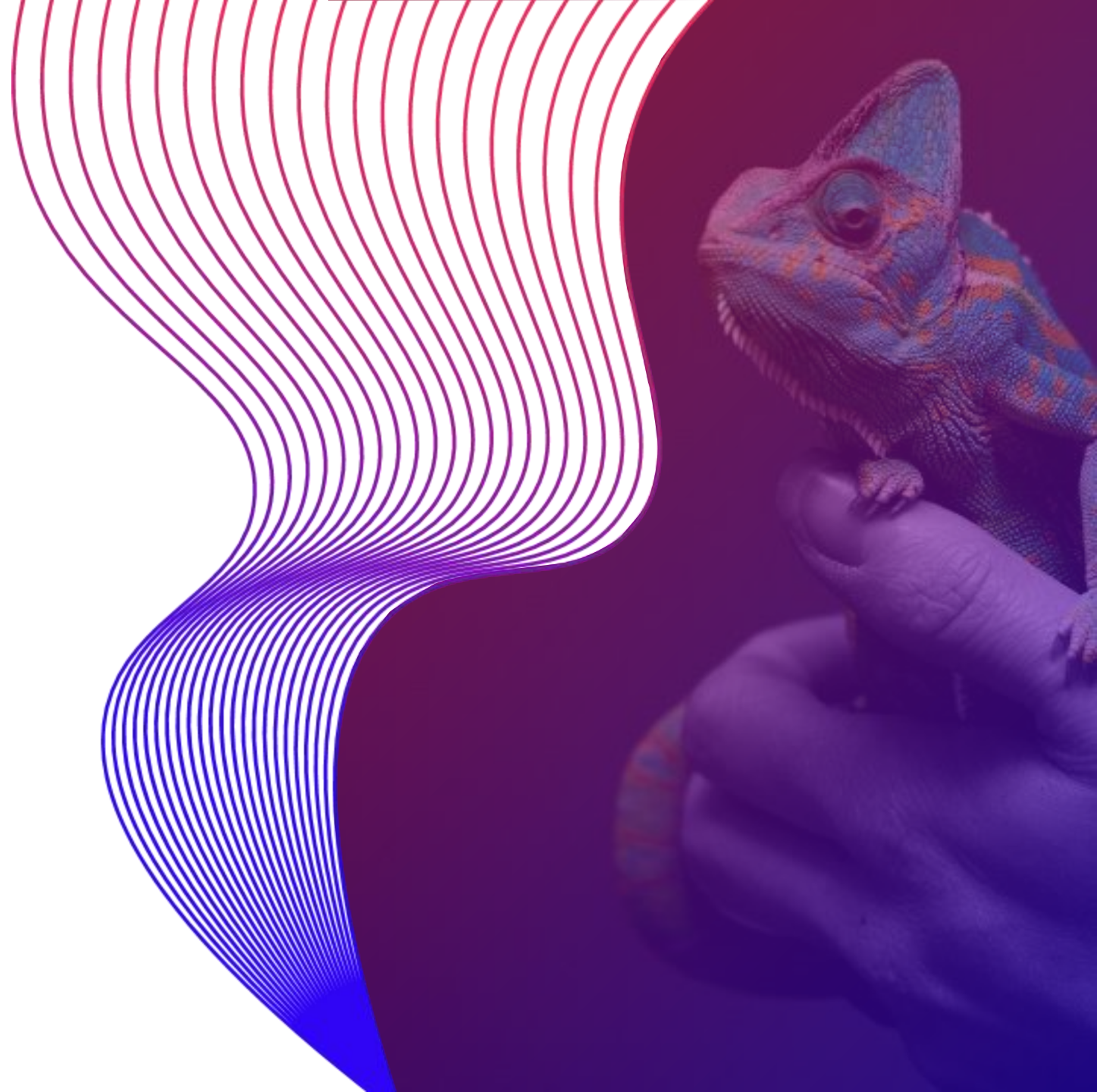




# CHANGE MANAGEMENT CONSULTANCY AND SERVICES

EMPOWERING TRANSFORMATION:  
CHANGE MANAGEMENT FOR  
SUCCESSFUL DIGITAL AND  
ORGANISATIONAL DEVELOPMENT

July 2024



# CHANGE MANAGEMENT CONSULTANCY AND SERVICES

SHAPING THE FUTURE,  
TOGETHER: NAVIGATING  
CHANGE WITH EXPERTISE  
AND COMPASSION

The Inform Team's change management consultancy services support digital transformation, organisational development, new ways of working and the adoption of new technology.

Our experienced change management team offer strategy, delivery and evaluation services. With our team of change specialists, trainers and creative communicators, we deliver change that puts people first.

“

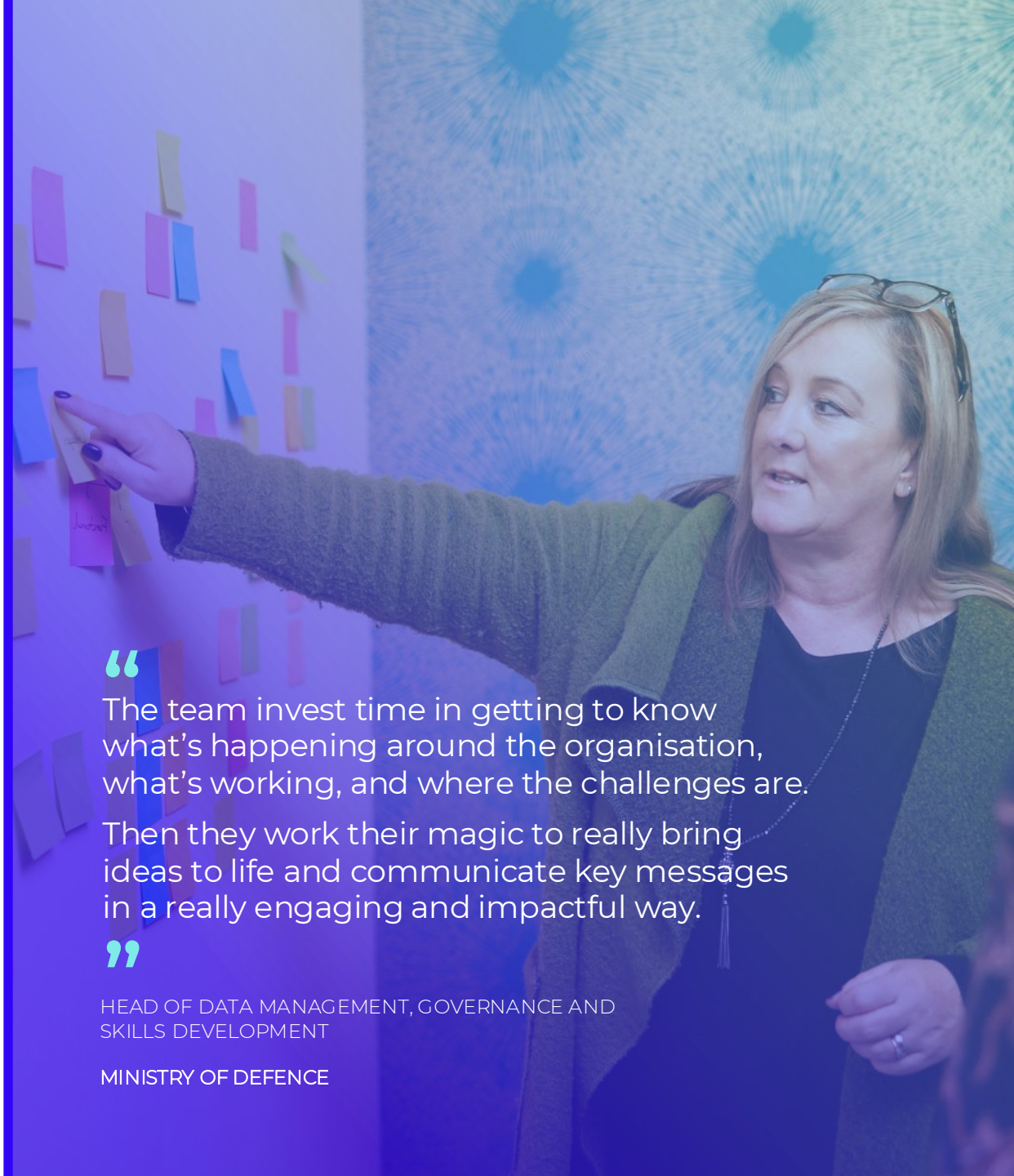
The team invest time in getting to know what's happening around the organisation, what's working, and where the challenges are.

Then they work their magic to really bring ideas to life and communicate key messages in a really engaging and impactful way.

”

HEAD OF DATA MANAGEMENT, GOVERNANCE AND  
SKILLS DEVELOPMENT

MINISTRY OF DEFENCE





# OUR APPROACH

We provide comprehensive change management consultancy, supporting your journey through digital transformation and new technological adoptions.

By integrating strategy, delivery, and evaluation with a people-first approach, our services ensure successful implementation of new ways of working, driving organisational growth and demonstrating tangible ROI.

## BENEFITS



Promotes and establishes new ways of working



Effective change increases likelihood of project success



Approach embeds new ways of working in your organisation



Demonstrate ROI of your change programme with metrics and evaluation



Identify and nurture change leaders across your organisation



Discover and mitigate risks to successful change management

## FEATURES

- ✓ Bespoke change strategy, aligned with your people, priorities and vision
- ✓ Change management to implement new ways of working
- ✓ Change management consultancy specialising in technology adoption programmes
- ✓ Experienced in delivering change management for large and complex organisations
- ✓ Design and delivery of organisational and business change initiatives
- ✓ Strategy aligns to project objectives, use cases and organisational culture
- ✓ Proven change management methodology, aligned to Prosci's ADKAR model



# WHY CHANGE MATTERS

## CHANGE IS THE ONLY CONSTANT

If done right, it encourages innovation, drives efficiencies, develops new skills, and improves morale.

Messaging is the key to success, so we help you craft the right words to say.

### OUR 4E'S METHODOLOGY

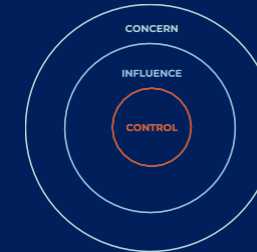
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- **Establish:** build the foundations to make things happen
- **Excite:** drive awareness and enthusiasm
- **Equip:** Upskill your people
- **Embed:** Change that sticks





## FOCUS ON WHAT YOU CAN CONTROL



### Circle of Concern

Examples focusing outside your control

- What "they" think
- Their expectations
- Their behaviour
- Their attitude
- Their opinion
- Disasters
- The news
- Your past
- The economy
- The weather
- Gossip
- Others' behaviour
- Bad drivers
- Stereotypes



### Circle of Control

Examples focusing within your control

- Your words
- Your thoughts
- Your actions
- Your attitude
- Your reactions
- Where you live
- Where you work
- How you behave
- What you buy
- What you eat
- Your time
- What you believe
- What you want
- How you feel



### Control

Matters that you can directly control and change

### Influence

Matters that you cannot directly control, but can somewhat influence

### Concern

Matters outside of your control or influence

## WHAT IS CHANGE MANAGEMENT?

At the work level, it's a **structured approach** to managing the **people side of change** to achieve a desired **outcome**.



At the organisation level, it's about **creating the right conditions to drive change**





“

The Inform Team were pivotal in cultivating a mindset of change within ORR which was key to successfully implementing organisational transformation.

In the realm of business change when implementing Teams and SharePoint, it is prudent to remember that change is not a disruption, but an opportunity to unlock untapped potential and elevate our collective brilliance.

”

PROJECT LEAD

OFFICE OF RAIL AND ROAD



# SUCCESS STORIES



We're now an organisation that has got people with the level of skill to complement their passion for working in new ways. And who are supporting that change within their services.



DIRECTOR OF PEOPLE AND INCLUSION  
BURY COUNCIL



[Read online: NHS Derby and Derbyshire ICB case study](#)

## NHS DERBY AND DERBYSHIRE ICB

- ✓ Delivered a technology landscape report across 300+ care homes
- ✓ Completed a training needs analysis across the ICB
- ✓ Established M365 skill levels and attitudes towards training within the ICB
- ✓ Developed digital skills strategy with recommendations for priority skills and training approach
- ✓ Rolled out a digital champions programme and targeted M365 training

## BURY COUNCIL

- ✓ Delivered 18 month digital champions programme
- ✓ Trained over 950 employees in Microsoft 365, soft skills and new ways of working
- ✓ Conducted digital maturity assessments to benchmark skills and measure progress
- ✓ Digital skills increased by 71%
- ✓ Training sessions rated on average 9.3 out of 10 by participants



[Read online: Bury Council case study](#)



# MIX AND MATCH OUR SERVICES TO **SUIT** **YOUR PROJECT GOALS**

- Change readiness assessment
- Discovery
- Maturity assessment
- Communication plan
- Creative communications
- Change management consultancy and services
- Culture change for business transformation
- Introducing new ways of working
- IT transformation through change management
- Leadership coaching for change
- Managing change for new technology
- Technology adoption and change management
- Communicating change for employee engagement
- Communications and engagement for digital transformation
- Event planning and support
- Graphics and design support
- Internal communications

