



CHAMPIONS NETWORK: SETUP, SUPPORT AND UPSKILLING

EMPOWERING INTERNAL
CHAMPIONS TO DRIVE CHANGE,
BUILD CONFIDENCE AND EMBED
DIGITAL WAYS OF WORKING

January 2026



CHAMPIONS NETWORK: SETUP, SUPPORT AND UPSKILLING

EMPOWERING CHANGE FROM WITHIN: BUILDING NETWORKS THAT LAST

We help you spark change from the inside out by building confident, connected champions.

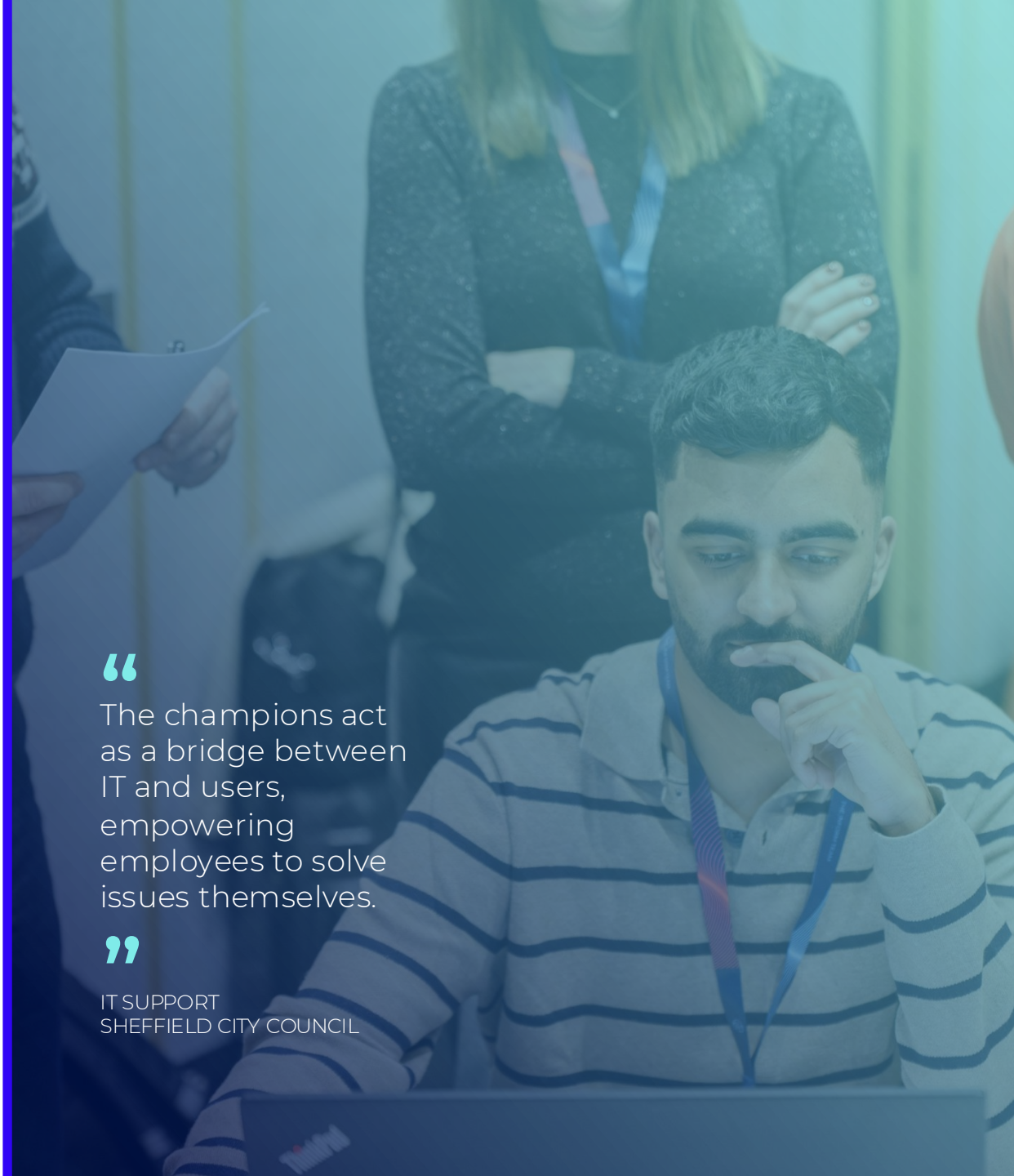
From recruitment to upskilling, we equip advocates with practical tools and trusted peer strategies so they can lead by example, support adoption at scale and embed change in ways top-down initiatives alone can't.

“

The champions act as a bridge between IT and users, empowering employees to solve issues themselves.

”

IT SUPPORT
SHEFFIELD CITY COUNCIL



OUR APPROACH

We help organisations build, grow and sustain high-impact champion networks that drive peer-to-peer change. Our approach combines strategy, coaching and comms to recruit the right people, align them to your goals and empower them with practical tools and confidence to support change from the inside out.

BENEFITS



Drives grassroots adoption through peer-led support.



Builds internal capability to sustain change.



Encourages a culture of curiosity and knowledge-sharing.



Reduces pressure on central project and support teams.



Provides real-time insight into adoption blockers.



Creates visible, accessible advocates across the organisation.

FEATURES

- ✓ Strategy and structure for sustainable champion networks.
- ✓ Tailored onboarding, training and coaching for champions.
- ✓ Role clarity and purpose-alignment for maximum impact.
- ✓ Peer-to-peer comms toolkit and campaign support.
- ✓ Integrated feedback loops and impact reporting.
- ✓ Experience embedding champions in Microsoft 365 projects.
- ✓ Flexible support models across departments, roles and sites.



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 4 E'S METHODOLOGY

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



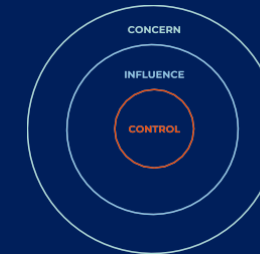


THE CHANGE CURVE

The Kubler-Ross change curve is often used to explain how people respond to profound change.



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

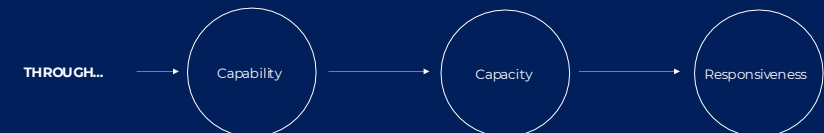
Matters outside of your control or influence

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**



SUCCESS STORIES

“

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: Sheffield City Council case study](#)

SHEFFIELD CITY COUNCIL

- ✓ Trained 375 Digital Champions across Sheffield City Council.
- ✓ Established Microsoft 365 skill levels via council-wide digital skills survey.
- ✓ Piloted targeted M365 training across five departments.
- ✓ Enabled effective hybrid working using Teams, SharePoint and OneDrive.
- ✓ Reduced IT service desk demand through peer-led champion support.

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 and scoping workshops
- Microsoft 365 usage analytics and maturity reviews
- Digital strategy and business case support
- Change management consultancy
- Behavioural change and culture shift
- Hybrid and remote working enablement
- Change leadership coaching and support
- Champions network setup and enablement
- Microsoft 365 and Copilot adoption
- Communications and engagement for change

