



Kyndryl Consult People & Performance

Service Overview

People & Performance (UK&I) Service Catalogue for G-Cloud 15
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People & Performance

We drive results and accelerate transformation with a unified approach to organisational change management, business process redesign, value-realisation, and program management. We design and upskill your workforce, orchestrating people, processes and AI agents for sustained impact.

What's holding back your transformation - technology or people?

Transformation efforts stall not from technology gaps but from organisational inertia. Fear, rigid processes, and talent shortfalls slow adoption and erode value.

Kyndryl helps enterprises overcome these barriers by building adaptive workforces and resilient cultures that evolve with AI. We bring a unified approach to change management, business process redesign, workforce transformation, delivery and value realisation. We equip leaders to foster a culture of trust and help them align strategy, continuous skill building, and execution to realise measurable value and sustained business performance.



Organisational Change Management Advisory

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Service Overview

Achieve lasting adoption of technology transformation with Kyndryl's Change Management services. We assess change impacts, engage stakeholders, build capability, and embed structured change disciplines that align people, culture, and ways of working with new technologies - reducing disruption, accelerating adoption, and embedding sustainable change.

Typical Service Delivery Roles

- Organisational Change Management Lead
- Change Manager
- Change Consultant
- Change Analyst

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Features

- Co-created change strategy and framework aligned to business outcomes.
- Enterprise change impact and readiness assessment across personas.
- Compelling change narrative and leadership messaging development.
- Stakeholder mapping and targeted engagement planning.
- Leadership alignment and change sponsorship coaching.
- Integrated communications and engagement strategy design.
- Change champion network design, activation, and enablement.
- Role-based learning and capability enablement approach.
- Benefits tracking, adoption monitoring, and value realisation alignment.
- Change governance, risk management, and insight reporting.

Benefits

- Strengthened adoption of new processes, systems, and behaviours.
- Minimised resistance and disruption during change delivery.
- Aligned change outcomes with strategic business priorities.
- Empowered leaders and managers confidently driving and sustaining change.
- Informed and supported employees who feel engaged throughout the transition.
- Accelerated transition to new ways of working.
- Measured adoption and people impact through actionable insights.
- Maximised return on digital and transformation investments.
- Standardised change experience across programmes and portfolios.
- Embedded and sustained change beyond programme completion.

Communications & Engagement

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Service Overview

Human-centred communications and engagement to support organisational change initiatives. We deliver targeted communication approaches to build understanding, advocacy, and adoption across stakeholders. Aligning messaging, channels, and engagement initiatives with transformation objectives, ensuring timely, consistent and effective communication that reduces resistance, supports behaviour change, and sustains transformation outcomes.

Features

- Change communication strategy and plan, aligned to transformation objectives.
- Key message and narrative for change through business co-creation.
- Stakeholder segmentation, audience insight analysis, and persona design.
- Change aligned thematic engagement and campaigning approaches.
- Multi channel communication planning and orchestration.
- Leadership and manager communication enablement.
- Two-way engagement and feedback mechanism design.
- Change readiness and engagement effectiveness measurement metrics.
- Change communication and business engagement governance and assurance.
- Communication risks and issues management.

Benefits

- Builds awareness, understanding, and commitment to change.
- Reduced resistance through clear, consistent communication.
- Improved leadership visibility and change credibility.
- Enhanced employee engagement and trust during change.
- Enabled timely feedback and course correction.
- Increased adoption through targeted communication approaches.
- Aligned messaging across programmes and stakeholder groups.
- Mitigated communication related delivery risks.
- Demonstrated impact through measurable engagement insights.
- Sustains change through reinforced messaging.



Typical Service Delivery Roles

- Communication & Engagement Lead
- Communication Manager
- Communication Consultant
- Communication Analyst



Change Impact & Readiness Management

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Service Overview

Data-driven change impact management services to evaluate organisational readiness for transformation. Through articulating impacts (across technology, people, processes, roles, policies, external, behaviours, and sustainability) we mitigate impacts in partnership with the business. This is supported by data-driven insights and plans enabling confident decisions, reduced disruption, and accelerated transformation adoption.

Typical Service Delivery Roles

- Organisational Change Management Lead
- Change Manager
- Change Consultant
- Change Analyst

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Features

- End to end change impact assessment across comprehensive impact categories.
- Readiness assessment by persona, function, and stakeholder group.
- Change risk identification and mitigation prioritisation per persona / function.
- Capability and capacity gap assessment.
- Actionable recommendations informing change action plan.
- Change champion network design, activation, and enablement.
- Impacts mitigation management with the business to reach readiness.
- Dependency and organisational change saturation assessment.
- Readiness heatmaps and visual dashboards.
- Insights aligned to programme milestones and governance.

Benefits

- Early visibility of change risks and readiness gaps.
- Realistic sequencing and implementation planning.
- Reduced disruption through proactive impact management.
- Improved adoption by targeting high risk areas.
- Enabled data led change investment decisions.
- Strengthened confidence of leaders and stakeholders.
- Aligned change activity with programme delivery timelines.
- Supports prioritisation in high change environments.
- Improved success rates of transformation initiatives.
- Established clear readiness baselines for ongoing measurement.

Culture & Behavioural Change Management

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Service Overview

Embed and underpin business transformation goals with Kyndryl Culture and Behavioural Change Management to achieve mindset and behavioural shift to new ways of working. Through leadership alignment, behavioural design, role-modelling, team charters, and recognition frameworks, we build an environment that reinforces desired ways of working and accelerates adoption across teams.

Features

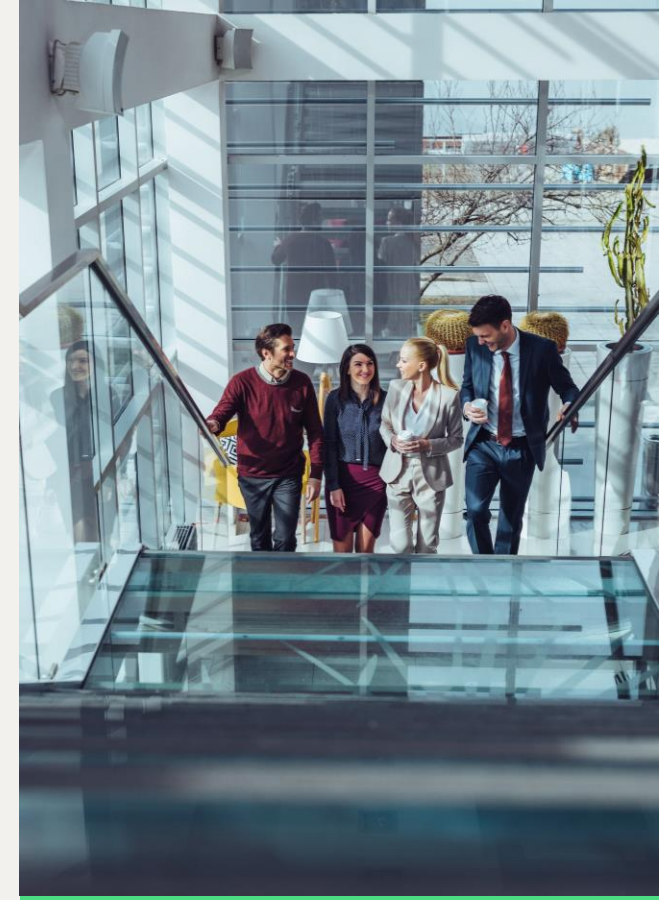
- Behavioural change diagnostics identify high-impact behaviours, moments, and blockers.
- Culture mapping linking behaviours to organisational values, strategy, and outcomes.
- Change culture strategy, roadmap actions, and sequencing over time.
- Nudge architecture embedded in workflows, tools, and communications.
- Leadership alignment workshops and sponsorship coaching to role-model behaviours.
- Team Charter co-creation and deployment across teams.
- Team enablement materials define shared purpose, values, and behaviours.
- Behaviour tracking and change adoption measurement metrics.
- Recognition programme strategy defining rewards for desired behaviours.
- Sustained reinforcement and cultural embedding support.

Benefits

- Faster culture shifts through targeted behaviour change.
- Higher adoption and sustained performance outcomes.
- Reduced resistance via evidence-based nudges.
- Stronger leadership credibility and alignment.
- Safer more inclusive teams and decisions.
- Clear metrics linking behaviours to results.
- Scalable change through networked champions.
- Lower risk of regressing after go-live.
- Embedded rituals sustaining new ways of working.
- Improved employee engagement and trust.

Typical Service Delivery Roles

- Culture & Behaviour Lead
- Change Manager
- Change Consultant
- Change Analyst





Training & Capability Enablement

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Service Overview

Targeted training, learning, and capability enablement to build organisational change agility and support transformation adoption.

We assess capability needs, design role-based learning paths, and enable practical skill transfer. This embeds knowledge, behaviours, and confidence through applied learning, coaching, and reinforcement, ensuring teams are equipped to sustain change beyond programme delivery.

Typical Service Delivery Roles

- Training Project Manager
- Training Lead
- Learning Mgt. System SME
- Training Consultant
- Training Analyst

Features

- Training strategy defining learning and enablement approach.
- Training catalogue outlining modules, formats, and learning pathways.
- Role based training needs analysis and learning design.
- Training technology and platform selection advisory.
- Training environment setup across physical and digital channels.
- Training content design and learner ready material development.
- Blended learning design: workshops, coaching, and digital resources.
- Line manager and team enablement programmes.
- Training deployment, facilitation, and structured handover.
- Capability measurement, evaluation, and progress tracking.

Benefits

- Improved learner readiness and confidence for new ways of working.
- Increased visibility of training needs across teams.
- Consistent quality across all training content.
- Accelerated capability uplift across the organisation.
- Reduced disruption caused by a lack of training.
- Enhanced access to learning for diverse user groups.
- Strengthened workforce proficiency at go live.
- Sustained capability beyond programme delivery.
- Aligned training investment to programme skill requirements.
- Improved training governance, oversight and control.

Value Realisation

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Service Overview

Convert transformation investments into measurable business outcomes through Kyndryl Value Realisation. We quantify and define value, align stakeholders, embed benefits management, and track outcomes across the transformation lifecycle. We ensure strategy, delivery, and adoption remain tightly linked to financial, operational, and customer results through governance, analytics, accountability, and continuous optimisation.

Features

- Value realisation framework and governance model design guiding transformation investment.
- Value definition and outcomes mapping that align to strategic objectives.
- Value and cost modelling, showing holistic benefits investments trade-offs.
- Value hypothesis definition with agreed assumptions underpinning credible business cases.
- Stakeholder alignment to value realisation metrics and measurement model definition.
- Value realisation plan detailing delivery timing, measurement, and responsibilities.
- Real-time value tracking dashboards visualising progress against expected outcomes.
- Dedicated value realisation operating model defining roles, processes, and governance.
- Value realisation capability uplift supported by tools, training, and automation.
- Ongoing value assurance, optimisation, and benefits reviews.

Benefits

- Clear line of sight from transformation investment to business value.
- Improved investment decisions and evidence-based funding prioritisation.
- Stronger leadership alignment and accountability for outcomes.
- Credible, robust business cases aligned to strategy value drivers.
- Increased confidence in benefits realisation through disciplined tracking.
- Reduced value leakage during delivery and change.
- Faster course correction based on real performance data.
- Improved adoption and utilisation of new value-focused capabilities.
- Greater confidence in transformation ROI.
- Repeatable, scalable approach to realising value beyond go-live.

Typical Service Delivery Roles

- Value Realisation Lead
- Value Case Analyst
- Value Realisation Analyst
- Business Analyst





Strategic Project Management Office

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Service Overview

Integrates a holistic Program Management Structure across organisations to harmonise concurrent projects. Integrates an aligned governance model with clear risk, change and escalation routes to ensure delivery assurance. Provides real-time insights leveraging AI, Value Realisation, and Change Management to invoke data-led decision making whilst maintaining quality and accelerated delivery timelines.

Typical Service Delivery Roles

- Programme Director
- Programme Manager
- Project Manager
- Project Lead
- PMO Analyst
- Business Analyst

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Features

- Strategic vision workshop, assessing desired future state and priorities.
- Co-creation of programme roadmap aligning all projects and workstreams.
- Integration of operational, strategic, and tactical governance forums.
- Risk register and mitigation integration with heatmaps and intuitive dashboards.
- Change Control management and approval cycle framework integration.
- Escalation route mapping aligned to programme governance.
- Value Realisation insights tracking KPIs for key stakeholders across programmes.
- AI integration across projects to measure project progress and efficiencies.
- Strategic, tactical, and operational governance model integration.
- Stakeholder mapping assessment and engagement programme plan.

Benefits

- Clear strategic direction aligned with business priorities.
- Unified roadmap ensuring project and workstream alignment.
- Seamless and balanced governance across strategic, tactical, and operational levels.
- Proactive risk management with visual dashboards and heatmaps.
- Controlled change process, minimising disruption and delays.
- Efficient escalation routes for faster issue resolution.
- Transparent KPI tracking for stakeholder confidence and accountability.
- AI-driven insights improving project efficiency and progress monitoring.
- Integrated governance model enhancing decision-making consistency.
- Enhanced stakeholder engagement fostering collaboration and support.

Business Process Transformation

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Service Overview

Redesign and optimise end-to-end business processes to transform and leverage technology investments and AI adoption. We align process, people, data, and platforms to strategic objectives, removing inefficiencies, standardising ways of working, and embedding scalable, future-ready operating models that accelerate value realisation and sustainable performance improvement.

Features

- Current-state process discovery, mining insights, and maturity assessment.
- End-to-end process mapping (Process Taxonomy) and value stream analysis.
- Future-state process architecture and value stream design.
- Process simplification, standardisation, and automation design.
- Process performance metrics and KPI definition.
- Technology and process dependency mapping for transformation alignment.
- Operating model, ownership, role alignment, and process governance definition.
- Change enablement framework for execution readiness.
- Implementation roadmap and transition planning.
- Continuous improvement of operating model with embedded controls.

Benefits

- Fully exploit technology capabilities with optimised processes.
- Reduced cost, cycle time, operational friction and complexity.
- Automated and optimised workflows to eliminate non value-add activities.
- Improved customer and employee experience.
- Greater consistency, quality, and compliance.
- Clear accountability through defined process ownership.
- Aligned process transformation with technology modernisation initiatives.
- Stronger alignment between business and technology teams.
- Measurable performance improvements through defined KPIs.
- Sustainable foundation for continuous process improvement.



Typical Service Delivery Roles

- Process Transformation Lead
- Process Architect
- Process Consultant
- Business Analyst



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Thank you

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