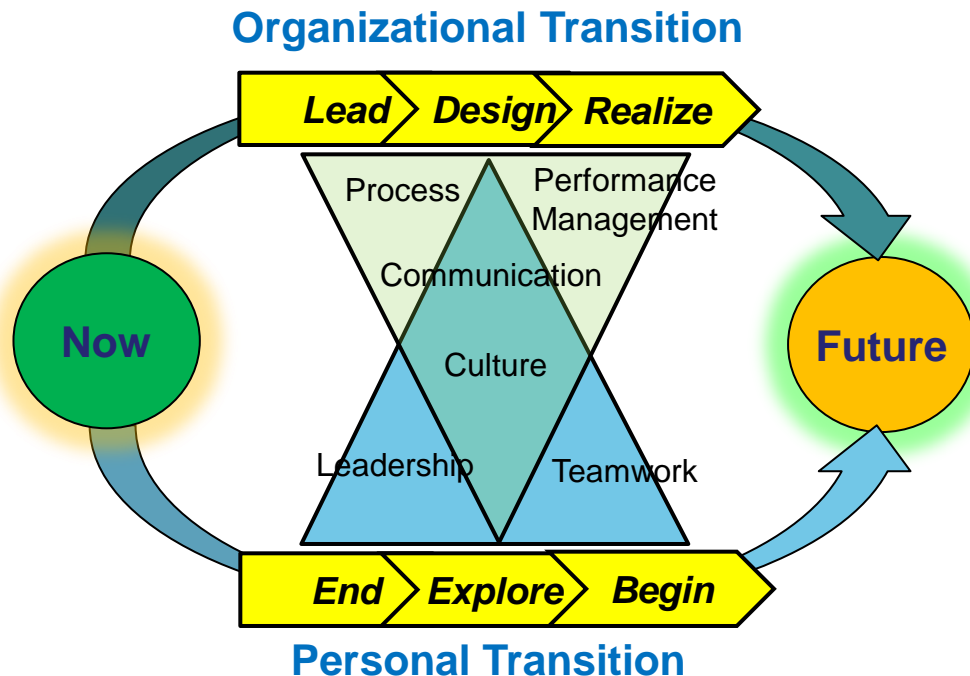


Our consulting approach focuses on *enabling change*....

...with the end in mind through managing both the transitions at personal and organizational level

Our Change Management Model



CHANGE MANAGEMENT PRINCIPLES

- Change is a process that can be enabled, not managed
- The change process must be linked to business & performance goals
- Building capacity to change is a strategic imperative
- Building capacity for change is an evolutionary process
- Effective change processes require a systemic view of the organization
- The change process involves both organizational and personal transitions
- Behavioral change is a function of perceived need and occurs at the emotional, not the intellectual level
- Resistance to change is predictable reaction to an emotional process and depends on a person's perception of a change situation
- A handful of change management best practices account for the success of most change processes
- Change strategies are situational

Our Change Management Strategies is dedicated to *IMPROVING HUMAN PERFORMANCE*



- **What** people do
 - Jobs, tasks, responsibilities
- **How** they do it
 - Policies, procedures, work flows, systems
- **Who** works with whom
 - Roles, relationships
- **Why** they do it
 - Corporate vision and goals
 - Key performance measures
 - Accountability
- **What** they need to do the job well
 - Managed communications
 - Training, job aids
 - Integrated system support