

Consultants in Change Management

Without doubt, today's ever-quicken cycle of change is unprecedented. Change today is faster, more erratic, more elemental than ever before. Navigating successfully through change is probably the most difficult task facing today's business leaders. 41% of change projects fail and of the 59% that "succeed" only half meet the expectations of senior management.

Business change is acutely complex because of the interdependencies between the key elements and activities of the business "system"; any change in one aspect is likely to affect one or more of the others. The most difficult aspects of business change, such as engaging staff in the cause and changing behaviors and outcomes are critical to sustainable success.

We understand this, and have developed a globally-successful model for planning, implementing, managing and sustaining change. It provides companies with a codified process that creates the structures, processes, employee engagement and capabilities needed to achieve desired business results.

It's not the changes that do you in, it's the transitions

Too often, the results of change efforts range from disappointing to dismal. Often employees and managers alike are left puzzled or cynical or both, and the optimism of a better future is quickly overtaken by a "this too will pass" attitude.

Why is this? Obviously a combination of factors are at play, however by far the most prevalent is the lack of a systematic implementation approach that aligns vision, actions, behaviors, work design, support systems and infrastructure.

Charlesmore's extensive experience in the design and implementation of major organizational change initiatives over the years, has led to the development of a phased process for management teams to follow. While all change situations are different, and need to be treated and understood accordingly, an overlay to your change effort of this systematic approach, and subsequent careful project management, will greatly increase the likelihood of success.

This approach guides progression through the critical phases of change, each representing a vital step along the transformational journey to creating and sustaining effective change:

Confronting reality >> Aligning leadership >> Generating commitment >> Scoping and planning >> Building capabilities >> redesigning business practices and processes >> setting new expectations and metrics >> integrating initiatives.

Continuous stakeholder involvement and communication are essential ingredients; as is stick-to-it-iveness...



How We Work

We consider strategic, operational and organizational factors, think across different time and priority horizons and assure an integrative view across functions.

We bring to bear current expertise and knowledge of other industries and best practices; we provide an assessment of readiness to change and what will be needed.

We transfer skills and build the capability to make change happen; we help executive teams make difficult decisions and tradeoffs; we earn trust, but stay independent.

We Deliver Results, Not Reports