

## Change Leadership and Management

*Are any strategic interventions or external unforeseen events impacting your organisation's performance? Strategic interventions might include reorganisations, productivity improvements or introducing new technologies and solutions.*

*Change management interventions guiding effective communication and people engagement in a planned manner can alleviate employee concerns and enable adaption to change.*

The ability to change/transform is an ongoing requirement of organisations, their employees and their leadership. The rate of change that organisations must deal with in the external environment and in the world today is accelerating faster than ever before.

The complex nature of a transformation process increases the risk of an unsuccessful implementation of a new initiative or intervention. In addition, changes in organisational systems and processes often result in discord between people and the fostering of divisions. Remedies require hands on facilitation of conflict resolutions or the transfer of skills to constructively ensure the early resolution of conflict. StratNovation works closely with clients to establish a change management capability. Because each engagement has different objectives within a client-specific environment, a 'one-solution-fits-all' approach is not preferred. StratNovation utilises a variety of tools and techniques which are applied to develop a solution specific to customer needs. Some of these include:

- incorporating communications and conflict management approaches that are experienced by all employees as inclusive, participative and empowering;
- iterative approach of measure-adjust-measure; based on internationally accepted organisational and behavioural science instruments; and
- utilising unique survey tools such as diagnostic maps with quantitative and qualitative questions; benchmarked against best-practices through large reference site databases.

Our transformation engagement typically translates subjective human resource softer issues into tangible and manageable actions, thereby enabling clear, objective and measurable management interventions. This is an imperative in any transformation project.


Our approach covers the areas of change readiness, culture, organisation development, human capital development, performance and communication. Our aim is to guide our clients in building a change resilient workforce over the long-term.


Depending on the nature of the engagement, our guidance typically includes the following deliverables:

1. change readiness assessment;
2. change/transformation plan;
3. culture audit;
4. organisation character index;
5. organisation capability assessment;
6. stakeholder impact analysis;

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7. communication strategy and plan;
8. definition of desired capabilities;
9. focus group consultation processes;
10. implementation of transformation and communication plan;
11. leadership coaching and role in respect of change initiatives;
12. conflict resolution facilitation and mediation; and
13. building capacity in dialogue, problem solving and conflict management practices.


Our change management process and interventions will significantly improve the chances of success during reorganisations, productivity improvement programmes and the introduction of new technologies and solutions. Such interventions will ensure significantly increased chances of achieving higher levels of organisational performance.

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