



Case Study

Thriving Through Change

Client Drivers

A core business unit within a very successful global financial services organisation was 18 months into a multi-year business transformation focussed on:

- ▶ Efficiency improvements of the current processes, policies and activities
- ▶ A more effective structure providing a more nimble approach and enhanced customer experience.

For the global team, of approximately 160 people, the manifestation of the multi-year transformation was that people were generally feeling worn out and “change fatigued” and not able to see direct benefits of the overall transformation to them personally. Initial restructuring meant some team members left the organisation via an outsourcing deal and this compounded managers’ feelings that they were responsible for “doing this” to their colleagues.

Initial focus had been placed on restructuring, policies and processes. As a result, with a limited budget, the Senior Leadership Team wanted urgent training to ensure:

- ▶ People can “get through” change at a human level
- ▶ Managers and Transformation team are able to assist others by understanding people’s emotions and supporting them through the turbulent times
- ▶ Productivity is not impacted significantly

Strategis’ Solution

Modular interactive workshops, mostly facilitated by TelePresence over 2.5 hours, accommodating time zones and around 50 managers and the transformation team in JAPA, EMEA and America:

- ▶ Senior Management Briefings, introducing them to the main models and terminology to ensure they were able to reinforce the learning in the normal working environment.
- ▶ Driving & Delivering Change – Part 1 & 2 modules, delivered to all Managers and the Transformation Team. Part 1 focused on understanding theories about context and impact of change from individuals’ and organisational perspectives and also exploring possible ‘predictables’ and ‘controllables’ during change. Part 2 focused on the individuals, their reactions, key strategies to be resilient and helping others thrive through change and to cope better with the ambiguity and turbulence.
- ▶ Thriving Through Change - Train the Trainer modules, delivered to selected champions of change where they experienced the workshop in readiness for them to deliver modules locally.
- ▶ Individual Coaching of all new Trainers to help them prepare for their own deliver of Thriving Through Change.

PRISM braining mapping instrument was used to give a depth to their understanding to theirs and others’ reactions to change. All delegates undertook inter-modular work to enhance learning and link directly to the work place. Comprehensive workbooklets with tools, techniques and additional exercises were provided for on-going reference and learning, together with extensive facilitator notes for the new Trainers of Thriving Through Change.

Value To Our Clients

A Senior Leadership Team, Managers and Transformation team with greater clarity as to how they create a workforce committed and empowered to be productive and better able to deal with on-going company changes.

Plus a global committed team who:

- ▶ Have a better understanding of the business drivers and required changes and how this is connected to the contribution they are making in their roles
- ▶ Feel in a better place personally and feel more grounded regarding change
- ▶ Understand how to take better care of themselves and their own well-being; preventing cases of burn-out
- ▶ Are better able to deal with ambiguity and are more resilient to future organisational changes
- ▶ Feel they are working in a more uplifting working environment with fewer negative “coffee-point” chats where anxiety is being fuelled.

Delegate Quotes & Content

“PRISM provided good information for me – it gave me much better personal awareness.”

“It’s really made me think that I must ensure I am fully aware of the impact of change on me personally and on the team.”

“A big warm “THANK YOU” to the entire Strategis team for your materials, direction, guidance, patience and faith that we could be trainers.”

“I now have a positive attitude towards future changes.”

“Being a change champion, what I will focus on now is resilience, portraying acceptance, understanding and empathising with others.”

MENTAL TOUGHNESS
 ORGANISATIONAL S-CURVES
 PRISM ADAPTABILITY
 CATALYTIC QUESTIONS
 TAKING CONTROL COACHING
 GROWTH CHANGE CURVE
 POWER OF EMOTIONS
 RESILIENCE
 IMPACT MOTIVATING OTHERS
 CELEBRATING SUCCESS
 EMPATHY HUMAN REACTIONS
 LISTENING RESISTANCE
 HEALTH & WELL-BEING