

THE POSITIVE PERSPECTIVE 10 STEP CHANGE MANAGEMENT APPROACH Bridging the gap.....



We aim to get involved and not just write 'worthy reports'

We will achieve this by identifying the key issues of change and transition using the Positive Perspective's 10 Step change model as the overall map to achieve success for the client.

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Bridging the Gap.....



1. Why Change?

2. What is your current situation?

3. What is the vision of the future?

4. How will change affect The Client, Management and the team?

5. What will drive your change?

6. What will resist your change?

7. How will your change be communicated?

8. What are the implications for all your people – including you?

9. What are the implications for your organisation?

10. What will be the measures of your change?

1. Why Change?

Using a management team workshop we would establish with the Client and team that the Status Quo is not acceptable and start using:

- a. Force-field Analysis to identify the changes required.
- b. Identify the 3 key elements of Presence, Processes and People
- c. The key behaviours.

2. What is the current situation?

Using Force-field Analysis with the management team to identify:

- a. The entire PESTLE (Political, Economic, Social, Technological, Legal and Environmental) reasons for the changes required
- b. When mobilisation or the pre-contract stage starts, identify what are the different roles and responsibilities of the client at 2 points;
 - i. when mobilisation starts and
 - ii. when the contract begins

3. What is the vision of the future?

Using a workshop we will explain what the changes are and how they will work in practice, understanding the vision that the client requires, by answering the question:

- a. What will it look like when it is done well?
- b. How will be the management team articulate the vision with their teams?

4. How will change affect The Client, Management and the team?

The above workshop will cover 4 areas:

- a. How to 'buy into' the management of change agenda for any TUPED people, the client and the contract managers.
- b. Agree the checklist of behaviours which are common for all to use whenever in contact with the client
- c. Contract Milestones for 3, 6, 12, 24 months- 'this is what we should expect'.
- d. Identify progress to be made using the 3 key elements of Presence, Process and People.

5. What will drive your change?

Using Change Workshops to include:

- a. One day programme for those Leading the change for the management team managers and shift leaders with change
- b. Half day Change workshops for those undergoing the changes in shift patterns and change in behaviour with quick wins identified.

6. What will resist your change?

Throughout the first 12 months:

- a. Identify key issues with the contract- for the Client, and for each member of the team
- b. Understanding what resisters to change are and how to overcome them (Professor John Kotter 6 resisters of change) with an Action Plan
- c. These include understanding the change process and how change affects people principally those Human factors and Elizabeth Kubler-Ross's change model (Denial, Resistance, Exploration and Commitment)

7. How will your change be communicated?

Further workshops and short stand up face-to-face feedback sessions will be offered covering:

- a. How does each manager and team leader fulfill the promises made at the start?
- b. What needs to change?
- c. What are the issues and tangible measures?
- d. What actions will they take?
- e. What is required by each team member?

8. What are the implications for all your people – including you?

- a. Feedback on Communication between management and teams
- b. Identify areas for improvement using team behavioural Questionnaires.
- c. Action plans and how the workshop will be followed up by senior management

9. What are the implications for the organisation?

To prove what we said we would do we are:

- a. Tangible goals-measurable e.g. Traffic light % success, Service Level Agreements, response times
- b. Intangible goals-measures language and behaviour
- c. What do customers say about our organisation?

10. What will be the measures of change?

Management will achieve this by:

- a. Communicating with the Team using a Team briefing checklist
- b. Auditing the vision in reality-Managers will use their eyes and ears for themselves and challenge what people say and do
- c. 'Town Hall' meeting for all staff with a review on to show progress made using the 3 key elements of Presence, Process and People.
- d. The change process starts again to ensure the vision is still being delivered

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So you want to bridge the gap....



Ask us to take a look at the issues before you.

We will provide personal references from key clients upon request. Please contact:

Keith Posner LLB Hons FCIPD ACIM

+44 1306 88 89 90

Or email us using the contact request section of our website