



- CUSTOMER AND BUSINESS DEMANDS ARE CHANGING
- TECHNOLOGY IS BECOMING MORE AGILE
- OUR WORK ENVIRONMENT IS CONSTANTLY EVOLVING

A COMPANY'S ABILITY TO ADAPT SUCCESSFULLY AT AN INDIVIDUAL AND ORGANISATIONAL LEVEL, WILL DETERMINE WHETHER AN ORGANISATION SURVIVES OR THRIVES!

**YOU'LL KNOW YOU'VE ACCOMPLISHED COLLECTIVE ORGANISATIONAL CHANGE WHEN YOU CAN TRULY SAY THAT:**

- LEADERS DEMONSTRATE SOUND LEADERSHIP AND CONSCIOUSLY ENGAGE IN CONVERSATIONS ABOUT THE CHANGES
- THE PACE AND VOLUME OF CHANGE IS MANAGED AND IT IS UNDERSTOOD HOW DIFFERENT CHANGE INITIATIVES FIT
- PROJECT FRAMEWORKS INCORPORATE STRONG PEOPLE CHANGE PROCESSES
- CHANGE IS IMPLEMENTED WITH TRUE AND TRANSPARENT INPUT FROM THOSE IMPACTED
- CHANGE PROCESSES ARE MANAGED IN PARTNERSHIP BETWEEN CHANGE AND BUSINESS MANAGERS

CHANGE IS A HUMAN PROCESS WE ALL EXPERIENCE WHEN:

- WE TRY NEW THINGS
- WE DO THINGS DIFFERENTLY
- SOMETHING IMPACTS THE WAY WE FUNCTION DAY TO DAY

WHO THE CHANGE AFFECTS?  
HOW THE EFFECT WILL BE FELT?  
WHAT THE CHANGE WILL ULTIMATELY DELIVER AND BY WHEN?

INCREASE ACCEPTANCE AND ADOPTION OF CHANGES  
REDUCE UNCERTAINTY, CONFUSION AND HUMAN ANGST

**PROFESSION**  
PEOPLE THAT ARE HIGHLY SKILLED AT DESIGNING AND ENABLING EFFECTIVE CHANGE PROCESSES AND PRACTICES, HAVE BECOME SPECIALISTS IN THIS BUSINESS DISCIPLINE

**ORGANISATIONAL CAPABILITY**  
ORGANISATIONS ARE BUILDING INTERNAL CHANGE CAPABILITIES TO BETTER MANAGE AND ADAPT TO CONSTANT CHANGE