

CHANGE MANAGEMENT

Satori Consulting orchestrates change to ensure that stakeholders are understood, informed, engaged, and motivated to adopt organizational and business changes. We begin by assessing the impact of change on an organization and its capacity to change. Satori then supports and enables the planning, design and deployment of appropriate change management solutions.

THE SITUATION AT HAND

Failure at any stage of a change effort can have detrimental effects on the program as a whole. Common negative outcomes include significant delays in recognizing value, a decrease in employee satisfaction and productivity, inconsistent short-term results, and long-term failure as individuals and teams revert back to old behaviors.

Satori helps clients avoid or overcome the following pitfalls:

- False starts, delays, or loss of momentum
- Low engagement by stakeholders as a result of mistrust or misunderstanding of intentions
- Failure to achieve business case benefits, and subsequent low credibility for future change initiatives
- Unintended impacts of change, such as loss of talented resources

We partner with our clients to create balanced change management solutions that:

- Shape and articulate a clear vision of the future state
- Identify appropriate behavior changes, anchors and reference points
- Understand and improve stakeholder capacity for change
- Create and manage actionable steps
- Spark and sustain the motivation to change
- Reinforce and consolidate wins over time

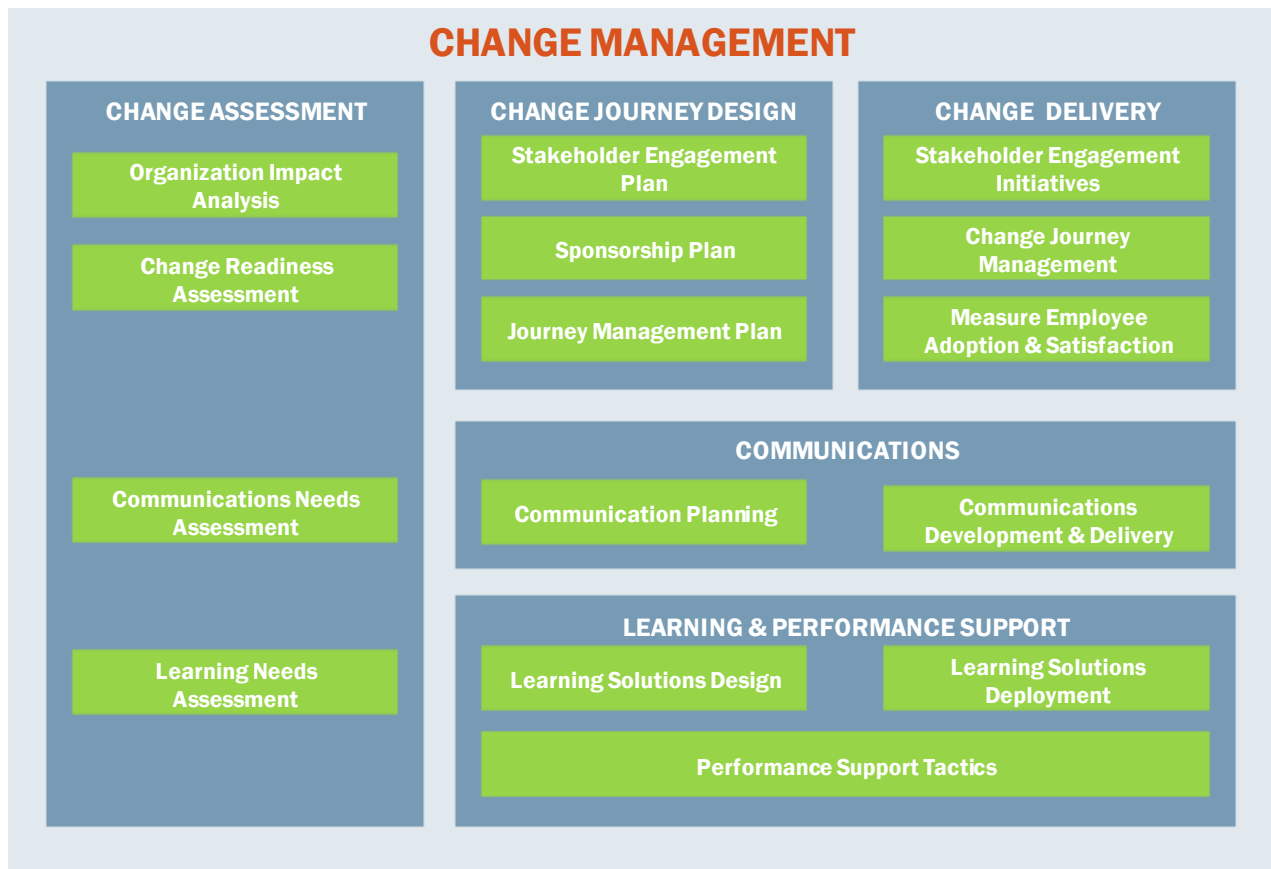
BENEFITS

Well-orchestrated change can be characterized by:

- Speed of change
- Business benefits achieved
- Stakeholder engagement and satisfaction
- Sustained performance
- Predictability of outcomes
- Employee productivity

CHANGE MANAGEMENT FRAMEWORK

Satori's Change Management offering begins with assessing the impact of change on an organization and determining its readiness to transform. We help clients plan, design and deploy appropriate solutions. Communications and learning and performance support, key Satori competencies, play essential roles in delivering successful transformation.



ASSESSMENT

Understanding how an organization will be affected by change – and how ready it is for a departure from the status quo – is a prerequisite for successfully pacing change, getting commitment to action, and executing against set targets. We offer:

- **Organization Impact Analysis:** Provides a detailed description of how a change will diversely impact different areas and employees of an organization.
- **Change Readiness Assessment:** Assesses the preparedness for change of the impacted organization. Considers stakeholders involved, the gap between current and future state, and the historical and cultural context.
- **Communication Needs Assessment:** Identifies what information stakeholders will need to make the transition.
- **Learning Needs Assessment:** Provides a summary of the skills and knowledge necessary to be successful in the new environment.

CHANGE JOURNEY DESIGN

Change Journey Design illustrates the actions required to achieve the future state vision by describing who, when, and what will be involved within the process of change. Our services include:

- **Stakeholder Engagement Plan:** Develops strategy for engaging key stakeholders, promotes consensus-building and adoption of the developed strategy, and identifies ways to measure the degree of adoption.
- **Sponsorship Plan:** Sets sponsorship expectations and empowers sponsors in building organizational commitment and engagement throughout the change process.
- **Journey Management Plan:** Establishes a vision for the end state and creates a tactical plan to ensure that milestones are met. Maps out objectives for everyone included in the process.

CHANGE DELIVERY

Change Delivery is the execution of the charted Change Journey Design and involves the management of who is doing what, and with what impact. Change Delivery includes:

- **Stakeholder Engagement Initiative:** Involves the management and execution of stakeholder engagement activities.
- **Change Journey Management:** Manages change through leadership, navigation, enablement, and ownership.
- **Measure Employee Adoption & Satisfaction:** Defines employee adoption and satisfaction metrics and measure level of adoption and employee comfort within new organization and/or new business process environment.

COMMUNICATIONS

We create comprehensive communications programs that deliver key messages and information to the right audiences at the right times. Communications includes:

- **Communication Planning:** Creates a comprehensive plan that identifies key messages, determines necessary communications and frequencies, selects vehicles, and specifies timing.
- **Communication Development and Delivery:** Develops and delivers the communications and events outlined in the communications plan. Evaluates communications program effectiveness periodically and adjusts the plan accordingly.

LEARNING & PERFORMANCE SUPPORT

Learning and performance support programs are necessary for developing the skills and knowledge necessary for employees to operate successfully in their new environment. Learning & Performance Support includes:

- **Learning Solutions Design:** Designs and develops the training program and course materials necessary for bridging employee skill gaps between the current and future state environments.
- **Learning Solutions Deployment:** Sets up and delivers training to appropriate audiences.
- **Performance Support Tactics:** Provides support to employees so that they can operate effectively in their new environment.

At Satori Consulting, our mission is simple: to work side-by-side with clients to discover opportunities and solve problems. We strive to provide both comprehensive and expert service, mindful of every client's unique needs. Our team of highly-skilled management consultants brings a wealth of industry and functional experience to provide wide-ranging services in project and program management, risk management, change management, organizational effectiveness, strategy and advisory, business process engineering, performance management, and infrastructure and technology.



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