

# CHANGE MANAGEMENT

Satori Consulting orchestrates change programs that lead to long-term positive results. We work with organizations to accurately assess the impact of change, build stakeholder adoption and support, and execute the planning, design, and deployment of practical solutions. The result for our clients is change that is fully implemented and positioned for lasting success.

## THE SITUATION AT HAND

Failure at any stage of a change effort can lead to significant delays in recognizing value, a decrease in employee satisfaction and productivity, and inconsistent short-term results. In the long term, the absence of a comprehensive change management approach often leads individuals and teams to revert to ineffective behaviors.

Common challenges to large-scale change management efforts include:

- 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

**Satori partners with 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

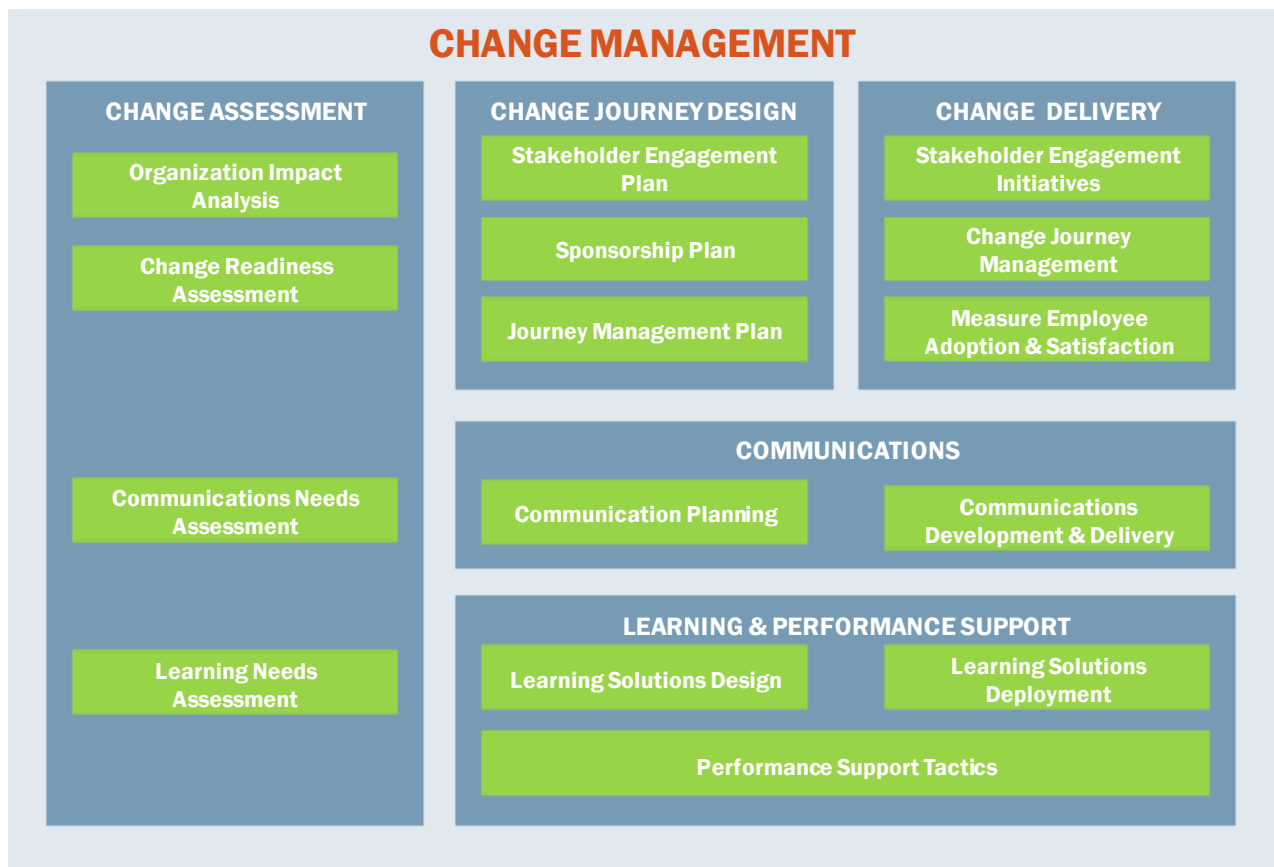
## BENEFITS

Well-orchestrated change can be characterized by:

- Rapid change
- Business objectives 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 then help clients plan, design and deploy appropriate solutions. Communications and learning and performance support, key Satori competencies, play essential roles throughout the transformation process.



## 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 meeting defined goals. We offer:

- **Organization Impact Analysis:** Provides a detailed description of how change will impact different areas and individuals within the organization.
- **Change Readiness Assessment:** Evaluates the organization's level of preparedness. Considers stakeholders involved, the gap between current and future state, and the historical and cultural context.
- **Communication Needs Assessment:** Identifies the information that stakeholders will need to make to effectively transition.
- **Learning Needs Assessment:** Provides a summary of the skills and knowledge necessary for employee success in the new environment.

## CHANGE JOURNEY DESIGN

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

- **Stakeholder Engagement Plan:** Develops strategy for engaging key stakeholders, promotes consensus-building, and identifies ways to measure the degree of adoption of change initiatives.
- **Sponsorship Plan:** Sets sponsorship expectations and empowers sponsors to build organizational commitment and engagement.
- **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 measures how comfortable individuals are within the new 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 the changed environment. Learning & Performance Support includes:

- **Learning Solutions Design:** Designs and develops the training program and course materials necessary for bridging employee skill gaps.
- **Learning Solutions Deployment:** Sets up and delivers training to appropriate audiences.
- **Performance Support Tactics:** Provides support to employees so that they can succeed in the new business 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.*



48 Wall Street  
Suite 1100  
New York, NY 10005  
Phone 212.918.4560

[info@satoriconsulting.com](mailto:info@satoriconsulting.com)  
[www.satoriconsulting.com](http://www.satoriconsulting.com)