CHANGE MANAGEMENT CONSULTING SERVICES

BENEFITS:

- Improved Project Outcomes by 7X
- Improved Adaptability
- Reduced Resistance
- Increased Employee Engagement
- Better Project Success
- Enhanced Communication

- Minimized Disruption
- Risk Management
- Optimized Resource Utilization
- Sustained Performance
- Competitive Advantage

"We were ready to kickoff a mission-critical project to install new MRP and CRM systems, and we already knew several employees were frustrated and resistant. SCMEP helped us assess and respond to the sources and causes of the resistance. As a result, the project actually went more smoothly than planned."

- Distributor, Upstate SC

TYPICAL PERFORMANCE STATISTICS:

81%
of projects came in on or under budget

31%
of CEOs are fired for poor change management

70%
initiatives fail without Change Management

73%
of employees are negatively affected by change

THE NEED:

All projects have a technical side and a people side. But traditional project management ignores the people side, focusing instead on cost, schedule, and scope while overlooking understanding, motivation, and capability. Every improvement project involves people. And people are the main reason improvement projects fail.

Change Management is the key to ensuring project success. You can improve your project outcomes by 7X[1] by focusing needed attention on the people-side of the project. Even mediocre implementation of change management can improve project results by 3X[1].

PROJECT OUTCOMES

(chart: Poor 15%, Fair 42% (3x), Good 77%, Excellent 93% (7x))
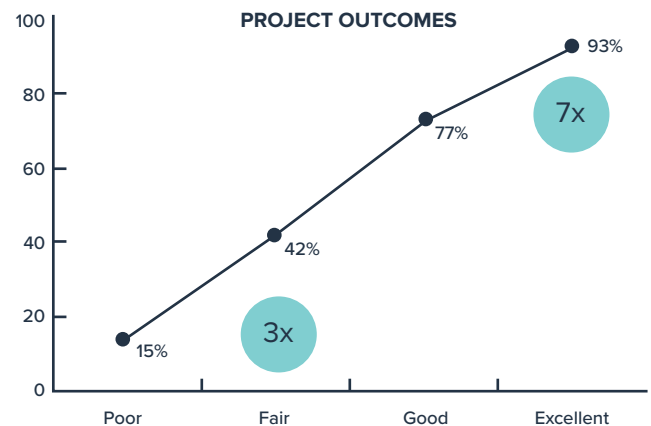
Organizational change depends on the ability and willingness of every individual to change. Failure to win over the hearts and minds of your team members through engagement and collaboration is what causes project failure.

1. Prosci Research Hub

Example #1: Your new CRM system was installed correctly. The processes were updated, and the employee training program was completed as planned. But one year later the CRM is poorly maintained, and employees still question the need.

Example #2: Your biggest customers required you to become ISO certified. After many months of work, you finally obtained your certification, and it is now time for another audit. You know in your gut that your team isn't ready and that there will be many findings to address. Your team hates ISO and resents that work and stress that it brings.

People change for a reason. If they don't understand why the change is needed and how they will benefit, they resist. Change produces fear, and fear produces resistance.

THE SOLUTION:

Change Management assesses your team's readiness for change and provides tools for gaining cooperation and buy-in throughout your change project. And in today's manufacturing environment as the pace of change is accelerating Change Management helps your workforce avoid change fatigue.

The easiest solution is to temporarily embed an SCMEP Change Practitioner on your project team. While the Project Manager has overall responsibility but focuses more on the technical side, the Change Practitioner attends to the people side.

PHASE 1

Pre-project assessments and action plans. Identify each individual's "readiness for change" and any warning signs.

PHASE 2

Ensuring managers and workers are aware of the change, have a desire to see the change succeed. This is also the time to resolve any issues that could be causing resistance to change.

PHASE 3

Post-project assessments and plans to maintain the gains.

SCMEP's certified Change Practitioner's are also certified in Project Management and can manage one or both sides of a project as needed. Common applications include:

- Mission-critical projects
- Important process or policy changes
- Shifting or changing workforce demographics
- Complex technology implementations

Contact your SCMEP RVP for more information.
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