

## Bridging the Change Gap

### Change Management



#### Traditional ( Old World) Challenges

One- off activity  
People Staff have some familiarity with the change  
Unfreezing - Change Re-freezing  
Focus is on the Outcome

Change management is seen as an internally focused activity

#### New World Challenges

- Continuous and overlapping with confused messages
- People often have no idea what is demanded of them
- One change leads to another
- Organisational readiness and ability to absorb the change is a key influence on the approach adopted
- Stakeholders and parties outside the organisation e.g. external departments subcontractors and customers need to be included in change planning

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#### What Past Pentacle Clients said

*All the way from Hong Kong - but worth it!*

*Brilliant course - thanks*



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# PENTACLE NEW SOLUTIONS FOR A COMPLEX WORLD

## Purpose

- The statistics on successfully implemented change are not good (e.g. 72% of mergers fail to achieve the synergy targets set)
- Many organisations start change but do not complete it successfully
- Successful change requires significant thought, planning and involvement

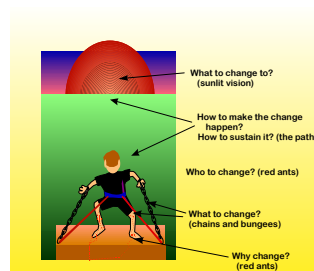
## Outcomes

- Lasting learning and new behaviours
- A real understanding of what makes change management succeed or fail
- An opportunity to review participants' current approach to change management and to pinpoint opportunities
- An ability to quickly understand and make visible people's personal concerns and issues with change
- Skills to highlight and change organisational and cultural barriers to change
- An ability to establish the organisations' readiness for change and to segment the key stakeholders to ensure a domino effect of change
- A practical plan of what to do to successfully manage change
- Confidence to manage the whole change requirement - internal and external.

## Pentacle Framework

### Achieving New World Transformation Success (A.N.T.S.)™

The Pentacle A.N.T.S.™ framework ensures that all the causes of change management failure are addressed. In addition, mind-sets and of key stakeholder groups are understood and strategies produced for systematically selecting the messages and actions essential for achieving success



## Pre-session Audit

**Achieving New World Transformation Success (A.N.T.S.™) Organisational readiness Quiz**

## Pre-reading

*All Change* - Dr. Eddie Obeng Financial Times Publishing

## Session activities

The course uses an interactive dialogue through out the day to maintain participant involvement and interest and ensure the learning is practical and can be applied.

In addition:

- A short video (available on-line for participants to use after the session to spread the messages)
- Oliver Manspark - A game to illustrate the challenge of change management and drive home key learnings
- A virtual Guest Presentation - A previous Pentacle Client will present a real-life case study on change management
- A participant challenge
- The results of the pre course audit are analysed and used by participants to prepare a plan

## Post -Application

After the session participants will have access to a Pentacle Performance Enhancement Tool (PeT) called A.N.T.S.™ which helps participants work their way step by step through any change management challenge

There is also an on-line memory Jogger service (cyberFranck)



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