

# Change Management

## About us

Paloma Consulting Limited is a specialist provider of Continuous Improvement, Lean and Six Sigma training and consulting. Our consultants have extensive experience of helping companies improve processes by leading:

- Change Management Initiatives
- Continuous Improvement Programmes
- Lean and Six Sigma Practitioner training
- Lean and Six Sigma Deployments



Paloma Consulting Limited  
Thorney House  
26 The Barton  
Cobham  
Surrey  
KT11 2NJ  
United Kingdom

☎: +44 (0) 1932 867032

☎: +44 (0) 7702 528764

✉: [info@palomaconsulting.com](mailto:info@palomaconsulting.com)

[www.palomaconsulting.com](http://www.palomaconsulting.com)

## Change Management overview

Change management is a critical, often undervalued skill set in which all leaders and managers must be competent. There are virtually no environments where change management is not important. The culture of an organisation supports or undermines changes to differing degrees as a result of varying evaluations of social norms, individual values, assumptions and paradigms.

Organisations demonstrate what is important to them by the people they select, reward, and marginalise.

## Our approach

Paloma Consulting applies Professor John Kotter's proven framework for managing change. Our clients typically ask our experienced consultants to guide their project teams through their operational excellence and culture change programmes.

They also ask us to provide training for their management teams and change agents. Our Change Management training is tailored to client needs but is usually a 2 day course. The change management framework applied both in guiding project teams and coaching internal change agents is described below.

## Change Management Framework

- Introduction to Making Change Happen
- Leading Change
  - View of change, Change model, Role models, Communicating change
- Creating Awareness
  - Understanding the reasons for change
- Creating a Shared Need
  - Needs Assessment, Threats and opportunities, Building a case for change, Stakeholder analysis, Transition from current to future state
- Shaping a Vision / Mission
  - Create vision, Influencing stakeholders, Story telling, Understanding your audience
- Policy Deployment, "Vision to Reality"
  - Mission statements, Critical success factors, Key business processes, Divisional company and departmental objectives, Metrics
- Team Building
  - Team development, Team facilitation, Meeting management
- Building Commitment
  - Stakeholder map, Communication plan, Overcoming resistance, Gaining commitment, Behavioural change
- Keeping Change Momentum
  - Change assessment, Enablers and restrainers
- Making Change Last
  - Questioning and reviewing stakeholder positioning, Communication plans
- Enabling Systems and Structures
  - Steps for change, The Change process, Reward mechanisms

For more information e-mail us at: [info@palomaconsulting.com](mailto:info@palomaconsulting.com)