iag

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For ownership details, see www.iag.com.au

We make your world a safer place

IAG's strategic agenda

Customer
We want to deliver **amazing customer experiences** that contribute to making their world a safer place.

Simplification
We need to ensure we have a **simplified operating platform** that allows us to deliver these amazing experiences in the most efficient and effective way, and creates the capacity to continue to invest in our business.

LEADING

FUELLING

Agility
To enable our strategy, we are creating an **agile organisation** using organisational design, culture measurement and workforce strategy so our people can help us meet new and emerging customer needs.

What is the secret for landing multiple changes effectively? (Especially in an agile world)

The role of the air traffic controller
How can we learn from him/her?

1. Having the right core skills
2. Access to up-to-date info
3. Clear operating protocols
4. Clear decision making process
5. Effective team work

LANDING CHANGE EFFECTIVELY

The Change Compass

Air Traffic Control
- Oversight of the total change slate
- Change Compass tool to document and report one view of change impacts
- Decision making on prioritisation, resourcing and escalation if required

Pre-departure readiness
- Change champion and manager effectiveness, capability, development and engagement
- Senior manager engagement, readiness, change leadership capability and behaviours
- Strategy clarity, stakeholder alignment and buy-in prior to initiative delivery

Control Tower
- Change governance routine examining business impact of the change slate
- Examine and highlight risks of multiple change initiatives landing concurrently
- Key focus of governance routine on strategic alignment, effective delivery, and the management of risk, resource and performance

Post-landing
- Monitoring and tracking of performance and behavioural changes
- Support full benefit realisation

Runway readiness
- User and stakeholder readiness for change
- Effectiveness of communication and engagement channels and capability uplift progress
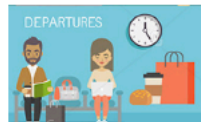- Measurement and tracking of readiness
- Go-live business support

Change governance 'Guardians'

CHECK-IN
Support initiative entry and be notified of new initiatives. Ensure stakeholder alignent

PASSPORT CONTROL
Facilitate agreement of business roll out 'rules' & initiative impact details

DEPARTURES
Track update and accuracy of initiatives prior to roll out

Change oversight Lead

Run the change governance meetings, acting as the control tower to manage the air traffic control, runaway readiness, pre-departure readiness and post-landing continuation. Facilitate decisions on sequencing and release.

The Change Compass

LANDING CHANGE EFFECTIVELY

1 Pre-departure readiness

- Change champion and manager effectiveness, capability, development and engagement
- Senior manager engagement, readiness, change leadership capability and behaviours
- Strategy clarity, stakeholder alignment and buy-in prior to initiative delivery

Questions for you

- What pre-departure process do you go through?
- What 'passport control' business rules do you have? Is change impact a part of this?

A CHECK-IN

- Stakeholders aware, engaged, have the right skills and know what they need to do
- Self-service vs. project-led approach
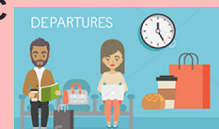- Measurement & tracking

B PASSPORT CONTROL

- Facilitate agreement of business roll out 'rules', prioritization protocol & initiative impact details
- Business rules assessed and routines in place prior to 'departure'

C DEPARTURES

- Continue sense check stakeholder readiness
- Are 'refreshers' needed?
- Collateral and symbols to bring attention and as needed, 'excitement'

LANDING CHANGE EFFECTIVELY

The Change Compass

3 Air Traffic Control
- Oversight of the total change slate
- Digital tool to visualise and report one view of change impacts - The Change Compass
- Decision making on prioritisation, resourcing and escalation if required

2 Control Tower
- Change governance routine examining business impact of the change slate
- Examine and highlight risks of multiple change initiatives landing concurrently
- Key focus of governance routine on strategic alignment, effective delivery, and the management or risk, resource and performance

Questions for you
- What examples have you faced in terms of 'collisions' of changes impacting the same business, out due to lack of an integrated picture
- How do you currently use change data to make decisions on prioritization, resourcing or operational readiness?

LANDING CHANGE EFFECTIVELY

The Change Compass

4 Post-Landing
- Monitoring and tracking of performance and behavioural changes
- Support full benefit realization

5 Runway Readiness
- User and stakeholder readiness for change
- Effectiveness of communication and engagement channels and capability uplift progress
- Measurement and tracking of readiness
- Go-live business support

Questions for you
- Do you know all the changes that are impacting your employees? What about your customers?
- How do you currently use change data to make decisions on prioritization, resourcing or operational readiness?
- How do you currently determine 'is there too much change'?

LANDING CHANGE EFFECTIVELY

The Change Compass

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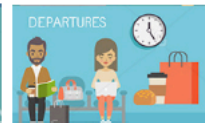- Go-live business support

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Business outcomes

- Greater understanding of the 'whole system' of influencing change success within a complex environment – Improved change capability
- Business ownership of driving change management
- Greater team work and collaboration between business operations, projects, business departments, and senior management
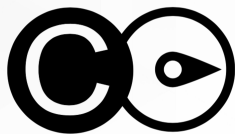- Change Management becomes the centre of strategic business discussions

About The Change Compass

Change capacity management tool – Make decisions on Change capacity, predict business performance impacts

- Use change impact data to predict/forecast business performance measures
- Use change impact data to tell stories of what is going to happen to the business/customer
- Visualize change impacts on people from different lenses (business areas, projects, stakeholders, owners, strategic themes, etc.)

www.thechangecompass.com