EMBEDDING CHANGE WITHIN BUSINESS MANAGEMENT

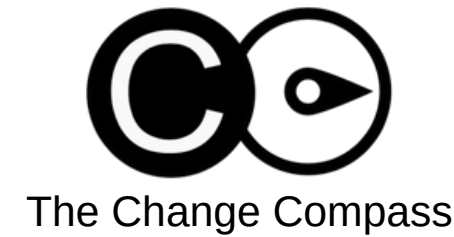**The Change Compass**

Case Study 4

Scenario:

A large financial services corporation has been facing increasing change including regulatory and technological changes. The myriad changes has intensified over the years.

The firm has largely a defederated model of change management with change practitioners spreadout across different parts of the business. The small centralised team is tasked to keep up with business demands to provide aggregate change management reporting to help the business get better at undergoing change.

The challenge:

The team has socialised various types of reporting with mixed feedback. Different stakeholders and divisions have different preferences in reporting. The lack of consensus also makes it different to provide a common set of reports across business units. Some business units are quite mature whilst others aren't as interested in change management reporting.

The solution:

The change team worked with and influenced key senior executives to shape the overall direction. A senior executive cohort was formed to agree on what is needed and what the direction is to formulate enterprise level reporting.

General managers within each part of the business receive a standard set of reporting produced by the BI team. The change team collaborated with the BI team to incorporate change management reporting within general business reporting. Data integration from Change Compass is used to support the ongoing production of general business reporting.

The value:

- There has been increased focus of leaders on change management since it is part of general business tracking and management, in time enhanced readiness and adoption of change is anticipated
- Increased change support requested from the business leaders (pull vs push for support)