



management and technology consulting

Organizational Change Management

Overview

Companies in all industries face a myriad of major business or transitional events, such as mergers and acquisitions, outsourcing or compliance efforts. The common thread in these diverse situations is that the organization must address the "human" aspect of the change in order to successfully make the transition and minimize risk. A well-executed, pragmatic focus on the entire organizational change management process--from executive sponsorship, communication strategies to organizational alignment--is critical to achieving the goals of the change and creating sustainable performance. AGSI's Organizational Change Management methodology focuses on the integration of methods and techniques. This integrative approach helps organizations continually reinvent themselves by developing and refining new sets of interlinked skills and capabilities within their work force.

The AGSI Approach

Culture--AGSI coaches stakeholders on the importance of examining the culture and values of their team and adjusting them, as necessary, to help teams work together more effectively.

Team Tools and Skill Building--AGSI guides individuals in cross-functional teams to develop and enhance skills in managing team processes. This includes meeting facilitation, the use of cross-functional team problem solving and continuous improvement skills and the development of techniques and processes for establishing effective team communication processes.

Structure--AGSI assesses the current work structures, processes and procedures. We facilitate the diagnosis of problem areas, reengineering efforts and coaching the design and management of process performance.

How We Work

AGSI has a proven track record of helping our clients achieve sustainable value and realize their objectives. AGSI's consultants minimize organizational impact while maximizing business benefits.

- ★ An AGSI client acquired over 40 companies in the past two years. Consequently, the organization experienced a host of operational challenges while trying to maintain normal service delivery. Key issues included IT and staff integration, keeping employee morale high and ensuring there were no gaps in communicating to all levels of the organization. AGSI utilized its Organizational Change philosophy to assess risk and align the business leaders with the stakeholders. By establishing a solid communications strategy, stakeholders were kept informed about what to expect. This contributed to user acceptance and productive training sessions for employees. As a result of the project, customer satisfaction was 3.8 on a scale of 4.0.