

Change Management

What is Change Management?

Change Management is a systematic approach to dealing with change. The objective of Change Management is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes in order to minimize the number and impact of any related service incidents. It also includes defining and instilling new values, attitudes, norms, behaviors within the people who support the change.



Momentum's Methodology

Although this discipline oftentimes focuses on Information Technology Service Management and infrastructure change, Momentum's consultants are capable of providing Change Management expertise in any focus area.

Momentum's Change Management services ensure that standardized methods, processes, and procedures are used for all changes, all changes are facilitated efficiently and promptly, and that proper balance is maintained between the need for change and the potential detrimental impact of any changes. We assist clients with up front Change Management considerations, tactical planning, internal education and awareness, and other key knowledge areas supporting the change. We work collaboratively with your team to determine how to implement the elements of the plan based on your goals and organizational culture.

Momentum's methodology addresses the two primary steps in Change Management — assessing Change Readiness and developing a Change Management Plan. Specific Change Management activities may include:

- Establishing a sense of urgency
- Translating the business vision into an overall Change Management message
- Determining communication vehicles for early dissemination to the workforce
- Identifying a business impact map including specific Change Management challenges and impact priorities that may accelerate or impede the introduction of new business practices
- Establishing strategies for management sponsors
- Defining measurable results expected of your Change Management program
- Creating a strategy for short-term wins
- Determining competency gaps relating to the introduction of new practices
- Formulating employee, business partner, and supplier skill development plans
- Developing a Change Management roll-out strategy with specific milestones
- Identifying a Communication Champions team

Contact

Momentum is a local Pennsylvania business with global reach. We employ full time principal and senior consultants with a unique combination of expert skills in training and facilitation for executive and mid-level management. For more information about how Momentum can help your organization produce results, contact us at (717) 214-8000 or via email at info@m-inc.com.