



## Strategic HR Consultancy – Change Solutions

For organisations change is a fact of life at every level, from new products and improving services to complete restructuring or culture change. Whether driven by competition, economic pressures, the market, IT, growth, downsizing, merger, divestment, legislation or a new vision, change it is a constant. Being able to effectively manage change is what defines success and creates competitive advantage.

### What is business change

Whatever the scale, from a major reorganisation to a work team relocating, **Change** is basically about people doing something different or viewing something differently.

When organisations recognise the need to change they will often be drawn to a classic “problem solving approach”, analysing the “problem” in detail, working on the “root cause” and a detailed plan of remedial actions. This can work when fixing **things** but when dealing with **people** is often less than helpful. Focussing on the problem at best only tells you what you don’t want and at worst builds up the problem, reinforcing the view that change is too hard.

### My approach

In my experience it is far more productive to really understand what is wanted, “the solution”. I work in partnership with those who need to make the change, defining the solution, spotting and harnessing the things that are already working in the direction of the solution, building on resources and identifying the next steps.

Through my early career in the rapidly evolving Electricity Supply Industry I have personal experience of significant change, some managed well and some not so well. This experience has made me mindful of the potential cost of change for people as well as organisations. It has made me passionate about helping organisations to get it right.

**“Change is happening all the time our role is to identify useful change and amplify it” Dr Mark McKergow**