

Navigating the human complexity  
of transformation

# Change Leadership Approach



## STRATEGY AND ACCOUNTABILITY

### Accountability and Decision-Making

**Establish clear ownership at every level for decision making and escalation process.**

- Discovery and diagnostic
- Define Success criteria
- Define Change Requirements
- Roadmap

## PROGRAM AND PROJECT DELIVERY

### Embed and Sustain

**Integrate change into culture, systems, and practices.**

- Strategic Change Approach
- Define way of working change requirements
- Resourcing Model
- Workforce Plan
- Change impact assessment
- Understand dependencies
- Execution plan

## BUSINESS READINESS

### Eco-system alignment

**System capability and people are aligned and ready to execute the strategy.**

- Leaders making conscious choices
- Training needs analysis for new ways of working
- Training delivery for rapid learning
- Documentation of policy and procedure changes
- Process and system changes adoption plan

## CAPABILITY

### Leadership Capability Development

**Equip leaders to define their change leadership approach and impact.**

- Define Cultural and behavioural Shift
- Define capability shift
- Leader Coaching
- Build Change Network

## STAKEHOLDER ENGAGEMENT

### Stakeholder relationship management

**Engage and build critical mass support at pace.**

- Identify internal and external stakeholders
- Engagement Model – internal and external
- Assessment of stakeholder readiness
- Supplier and Vendor relationship management through change
- Communication & Engagement Plan

## RISK AND GOVERNANCE

### Strategic risk mitigation preserving ROI

**Embrace complexity in technical investment across levels of work and operational priority.**

- Program of change projects
- Program Budget allocation
- Define governance, performance measures and metrics
- Support for Bids & Tender Submissions

**Partnering with Inner Force, Change Leadership Consulting is available as:**

- **Project Duration Engagement:** Embedded support throughout all phases of the program
- **Fractional Resource:** Ongoing strategic change leadership capability as needed.