

# REALIZE GREATER VALUE

## on your IT investment



## Innovapost's Change & Human Performance Practice: Supporting your organization as it faces new challenges.

When your organization faces rapid change, helping your people adapt is vital to operational success. Unfortunately, most organizations do not have the capabilities needed to effectively deal with change.

Innovapost's Change & Human Performance Practice offers you a proven approach to managing change within your organization. Our expert consultants help you confidently advance your change initiatives and support your organization as it faces new challenges. Our approach combines industry best practice with our experience working on large business transformation projects. What makes us unique is our focus on helping you build your own in-house capability so you can sustain effective change management with little or no outside support.

### Services

The service offerings of the Innovapost Change & Human Performance Practice include:

#### Change & Human Performance Consulting

Our team works with you to understand the impact a change will have upon your organization and then develops a set of actions focused on managing the people side of change.

- We develop strategies that utilize communications vehicles and special events to help affected employees understand and adapt to change.
- We develop and deliver learning initiatives and support systems that teach employees about new processes and systems.
- Our workforce design ensures the right work is being done by the right people.

#### Change Management Practitioner Development

We work with you to build an internal change management capability so you can effectively manage change independently over the long term. Our methodology is based on industry best practices and our experience in managing change within

complex technology environments. Our approach includes:

- Helping define the organizational structure, roles and responsibilities, mandate and vision for your Change Management practice.
- Developing your organization's Change Management Methodology or tailoring the Innovapost Change Methodology to fit your organizational needs.
- A "Change Management Boot Camp" that combines case-based scenarios, classroom, on the job and self-study learning.
- On-the-job support and coaching by our consultants reinforce concepts and processes among your employees.

#### Change Agent Network Development

Change Agents are highly motivated employees who can act as a catalyst for change within your organization. Linking these agents together into a Network builds support and increases the understanding of anticipated changes in your workplace. As a by-product of establishing a Change Agent Network, employees have a better understanding of how change will affect them, their department, and their colleagues.

Our approach is carried out in three steps:

1. We review your organization's context for change and then work with you to establish a Change Agent Network, tailoring it to your culture, context, and structure.
2. We train your Change Agents using a curriculum based upon best practices and our experience working on large Business Transformation projects.
3. We put in place processes and tools that sustain your Change Agent Network and reinforce messaging.

### Employee Engagement Services

Having highly engaged employees leads to lower turnover, increased client satisfaction and better business results. Using comprehensive industry benchmarks, we work with you to assess

both your leadership team and your employees' engagement levels; uncover what drives them; and recommend action plans to mitigate against negative influences and increase your engagement levels. We do this by:

- Educating the Leadership about the benefits of engaged employees.
- Executing on-line surveys to measure areas of engagement.
- Conducting targeted focus groups to get at the root cause of a particular area of strength or weakness.
- Developing strategies and action plans to build engagement.

### Credentials

Our work delivering large Business Transformation projects combined with the cross-industry makeup of

our consultants, makes Innovapost an exceptionally agile and resourceful provider of Change & Human Performance services. Each of our consultants, on average, possess ten years of experience in change management or related disciplines, and many are certified in Prosci's™ Change Management Methodology.

To learn more about the Innovapost Change & Human Performance Practice and how we can work with you, contact John Pensom at 613-371-0764, [john.pensom@innovapost.com](mailto:john.pensom@innovapost.com) or Nicolette Frosst at 613-203-1534, [nicolette.frosst@innovapost.com](mailto:nicolette.frosst@innovapost.com).

## Our Value Proposition

**The Change & Human Performance Practice can bring the following value to your organization:**

IN-HOUSE CAPABILITIES THAT ENDURE	We help you build and institutionalize change management capabilities that endure long after we depart.
IMPROVED PROJECT SUCCESS	We help you improve the odds of project success by working as part of your project teams to build acceptance amongst end users.
BETTER UNDERSTANDING	We have a knack for explaining complicated concepts in simple, easy to understand language. Your people will understand the benefits of the proposed changes and what is expected of them.
A TRAINED WORKFORCE	We bring versatile skills to your organization's training design, development and delivery capability, with the ability to deliver holistic learning programs that combine rich learning techniques with hands-on experience, as well as more traditional training delivered in the classroom or online.
HIGHER EMPLOYEE ENGAGEMENT	Engaged employees means lower turnover, increased client satisfaction and better business results.

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