

# CHANGE MANAGEMENT

## IMPLEMENTING CHANGE SMOOTHLY



As an ICT supplier, Realdolmen is usually involved in the technical side of projects. However, every project, technical or not, also has a human side, as people are obliged to pass through a process of change. To help make this a success, in our projects we always ensure that each party has the right information at the right time with the correct level of detail. We accomplish this through our open and correct approach to communications.

**However, did you know that Realdolmen goes even further?**

## THE HUMAN DIMENSION OF CHANGE

To implement significant changes within your organization as smoothly as possible, it is important to consider not just the operational or technical aspects of a project, but also the change process itself. After all, the success of a change depends largely on the extent to which everyone is on board.

Often, organizations do not achieve a satisfactory return on investment for new projects and significant changes. Not because the final solution isn't good enough, but because the change isn't supported by the employees for whom it was originally intended. That makes achieving the underlying business case a real challenge. Change Management can help turn this around.

Whether it concerns the implementation of new business operations, changes to job content, a reorganization or merger, the implementation of a new ICT application or new hardware, changes to the company culture: Change Management is an essential component in ensuring the change is successful.

*Change Management is a discipline and a supportive framework for managing the human face of change, ensuring that change proceeds more rapidly and successfully, and that it is implemented to last.*

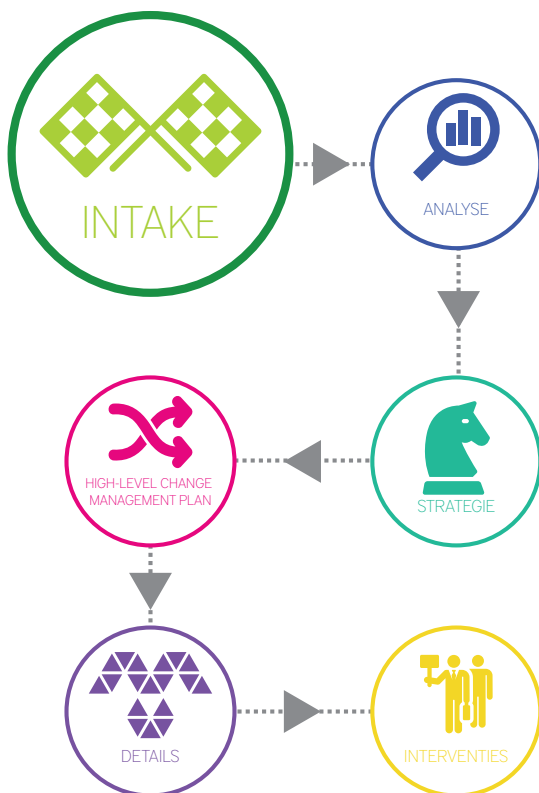




## WHAT CAN REALDOLMEN DO FOR YOU?

Realdolmen can assist you with all aspects of Change Management. Our approach is based on the ADKAR® model from Prosci® (\*). This approach focuses on the five phases within a change process:

- **Awareness:** Understanding why a certain change is necessary.
- **Desire:** The will to support and participate in the change.
- **Knowledge:** Obtaining the knowledge needed on how to change.
- **Ability:** Being able to apply the acquired knowledge in practice.
- **Reinforcement:** Anchoring the change and adopting new habits.



During an initial intake assignment, we map the change, analyze your organization's willingness and ability to change, and determine a change strategy in order to ultimately arrive at a high-level Change Management Plan. During the later phases the plan is developed further, spelled out in detail and adapted, and specific actions are prepared, implemented and assessed.

If you require support or coaching for your own Change Managers to further improve their performance, Realdolmen is always there for you. If no-one within your organization is able to perform this role, we are happy to provide you with a Change Manager. They will then guide the change together with designated Change Agents from within your organization.

As part of a transition, would you like to organize its gamification, set up a spectacular event, or arrange for promotional materials? Here too, Realdolmen can contribute the necessary expertise and partnerships. This always happens by mutual consultation, with the coordination being handled by the Change Manager.

(\*) ADKAR® is a model from Prosci®, an organization which performs global research into transition processes. Similar to McKinsey and Gartner, but focused on the area of Change Management. Prosci® is also the founder of ACMP (Association of Change Management Professionals). This organization's objective is to create a consistent vision for the discipline of Change Management. It is also responsible for global standardization and quality labels relating to Change Management and Change Managers.

## Change Management

Realdolmen will be happy to examine with you how Change Management can be applied to your situation. Please get in touch with your Realdolmen contact or send a message to [education@realdolmen.com](mailto:education@realdolmen.com) for more information.

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Huizingen, 2018