

Change Management Consulting

What is Change Management?

Quite simply, "Change Management" is the considered and planned management of change in your organisation, in order to produce a more competitive end-result.

In today's corporate world, change is not only inevitable, it happens every day and has significant consequences for your organisation.

Change can be forced upon you through changes in the environment, through increased competition, through internal cultural developments. What will it take to lead your organisation successfully through the 21st Century?

Managed change is needed to produce significant useful change in organisations so that you design your organisation of the future brick by brick. This can be done through restructuring, re-engineering processes, strategising forward, acquiring new businesses, downsizing, the introduction of quality programs, systematising and proceduralising.



Manage Change or it manages you!

However, whatever method of change you would like to introduce into your organisation, you need to introduce it in such a way that it changes corporate culture and "sticks".

At OTS Management, our Director Teik Oh, has developed a simple eight step approach from the study of failure.

Teik has studied why change initiatives have failed in all types of organisations and led him to develop this unique approach to introduce change for competitive advantage.

OTS Management's 8 Step Approach

The 8 steps are:-

1. Recognising dissatisfaction
2. Finding the organisation's Leaders
3. Develop the Vision and a Strategic Plan
4. Expand on the Vision by communicating it to everyone
5. Develop dynamic self-managed teams with true accountabilities
6. Celebrate wins/look for wins
7. Produce more change as you consolidate
8. Ensure the change is in the corporate culture.

Recognise dissatisfaction

Change will not happen or stick unless everyone recognises dissatisfaction with the way things are now.

Your organisation must be at the right stage of wanting change - in frustration, in crisis - before people feel enough pain to say "enough!" Only then can real decisions be made about implementing change.

Find the organisation's Leaders

Once people want change, the organisation needs to identify its real leaders - these are the influencers of



the organisation and they may range from senior management to owners to influential employees.

It is not the status of the person but their ability to understand and lead the change, yet with enough power to actually make changes.

This group must first come together and work as a team.

Develop the Vision & a strategic plan

All change must be for something. If the present is dissatisfaction and pain, what compelling future must be put forward as the only way to move ahead?

The Vision must be compelling, imaginable, feasible and desirable.

Develop a strategic plan to achieve that Vision.

Expand the Vision through communication

Once the Vision is clear in the minds of the leaders and compellingly so, they must communicate that Vision to everyone from the lowliest employee to the customers and suppliers.

The leaders must model their behaviours in line with the Vision.

Develop dynamic self-managed teams

Introduction self-managed teams with true accountabilities. The teams must be trained in effective teamwork and the meaning of be-

ing accountable.

Use these teams to get rid of obstacles to change - change any system, policy or structure that undermines the Vision.

Celebrate Wins

The organisation needs to specifically plan for some short term successes, create those opportunities and recognise and reward people doing the right thing.

Encourage risk-taking, activities and actions.

Produce more change

As credibility increases, use this to make further changes to all systems and procedures that don't fit the new direction.

Keep the change process fresh by introducing new and more exciting projects.

Ensure the corporate culture embodies the change

Put in new measurements to support the Vision. Encourage and reward customer-focused or productivity-focused behaviour until it is the norm in the organisation.

Our Change Management consulting tailors this methodology specifically for your organisation. For Small & Medium Enterprises who seek an off-the-shelf system we offer the Zest Factor - a system based on this methodology.



Teik Oh, Director of OTS Management

About OTS Management

OTS Management is a quality and value driven boutique consulting and accounting company that provides organisational development services to commercial, growth-oriented Small and Medium Enterprises who require business services, advice and coaching.

We give our clients comfort in their decision-making by providing them with our experience and independent advice that saves them time and helps them grow. Unlike other accounting services companies, our clients have significant contact with our senior people.

We meet our own high expectations in order to exceed the expectations of clients.

Our services include:

- *Change Management consulting*
- *The Zest Factor - find the zest in your organisation*
- *Strategic & Business Planning*
- *SMART Marketing workshops*
- *Team Development workshops*
- *Performance Management Systems*
- *Zest Tests - Business Diagnostics on your organisation*