

## CHANGE MANAGEMENT – A CASE STUDY

### The issues:

A division of a leading UK insurer was in the process of implementing major change across several departments and teams. The change involved new IT based systems and also the need for the leaders in the business to take a less directive and more facilitative management style.

The culture had been “top down” and traditionally staff not involved in decisions which had direct impact on the way they worked.

Service Advantedge was asked to implement a support package and development framework to enable managers to change their own leadership style behaviour and provide them with the tools to involve their teams more in the identification, planning and implementation of change.

### What we did:

We conducted a detailed diagnosis of the challenges and issues facing the business, this was done by the completion of a “culture audit” across the organisation and a series of structured focus groups which included senior managers, staff at all levels and key external partners. This work helped the client understand the “where are we now” in terms of management style and behaviour and *gauge the extent of the gap and prioritise activity to move to the desired state.*

With the client we then designed a series of **Leadership and Managing Change Modules**, which included a blend of practical experiential project work using change tools and techniques.

### Future plans:

The work is on-going. In order that the change can become “embedded” into the organisation, Service Advantedge Ltd is planning with the client the introduction of new Leadership Skill Sets and the use of 360 degree feedback on leadership style and competence to be used as a development and coaching opportunity.

If you would like help in the planning and management of change and like details of our two day Change Management event, contact us now:

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