

What We Offer

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ORGANIZATIONAL CHANGE

When we first start working with people in organizations, they usually want to talk about what has happened in the past. People come to us because of failures that cost them considerable time and money, plus created bad morale.

This time, they want things to be different-- successful transformations with everyone moving in the same direction, spending their time and money in ways that create value and positive outcomes. Still, people are often not sure how to change. They look to us to create strategies and detailed plans to get them moving forward.

ACTIONS

The following actions help us gauge where people currently stand with regard to the organization.

- Using change assessments to find out "lessons learned" from the past
- Conducting interviews, asking for opinions and ideas on how the transformation should happen
- Developing change strategies and plans

LEADERSHIP ALIGNMENT

We often see a lack of cohesion among those who are responsible for making decisions. There are plenty of studies describing how the best-run organizations are more successful because the leadership team is united. In the recent economic downturn, plain, old "bad management" led to the demise of many companies, both large and small. We work with leadership so that they collaborate and communicate together and act as an example for the rest of the organization.

ACTIONS

The following actions help decision-makers work more effectively together and for their organization.

- Presiding over the leadership team to determine what the future organization should look like
- Keeping leadership accountable to their commitments

COMMUNICATION STRATEGY

We find that people want to know what is going on in their organization. They do not trust a traditional hierarchy, where information is controlled solely "from the top." Ad hoc grapevines and gossip generate fear and keep people from getting important work done. Every group or "stakeholder" must get consistent, clear communication about company business, especially if something new is about to happen.

ACTIONS

- Analyzing audiences which audiences need communication
- Creating communication plans and messages
- Designing appropriate communication vehicles

PROCESS IMPROVEMENT

Many times, people do not have an understanding of how their work fits into the bigger picture or know how important it is to do everyday tasks well. Asking people how they can improve their work environment is an important question. We find that showing people how to implement their own suggestions can significantly improve motivation and morale.

ACTIONS

- Evaluating if business processes fit current needs
- Developing new business processes
- Implementing the new processes