

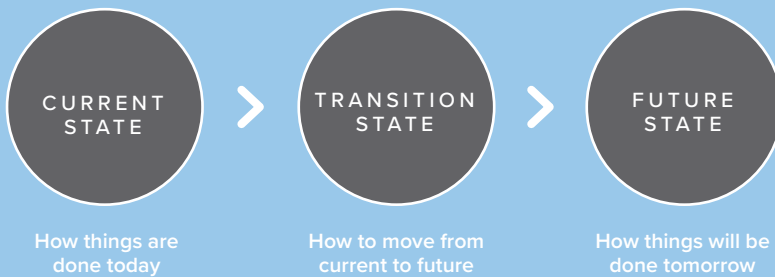


Change Management

Preparation + Support for Organizational Change

If you've ever lived through change (and who hasn't?), you know adapting can be hard. That's why Custer offers Change Management; a structured approach to support your organization as you move from your current state into your future state. Our team is certified in Prosci[®] methods, the most effective way to support your team before, during, and after your project. We're here to help you align your team and transition into your future.

Three States of Change



Why Change Management?

The extra support we offer during a Change Management engagement can help you achieve some important goals to positively impact your investment.

- Increase probability of your project's success
- Capture people-dependent ROI and increase productivity
- Build change competency into your organization
- Manage employee resistance to change



OUR PROCESS

Using the following steps as a guideline, we tailor our Change Management plan to meet the needs of your organization.

Prepare for Change

Establish the key change agents

- 1 Define Change Management team
- 2 Identify sponsorship model
- 3 Educate and prepare Change Management team

Manage Change

Develop coaching and communications plan

- 4 Assess change readiness based on ADKAR[®] model
- 5 Develop Change Management plan
- 6 Meet regularly with change teams

Reinforce Change

Deliver 90-day feedback

- 7 Collect and analyze feedback
- 8 Diagnose gaps and manage resistance
- 9 Implement corrective actions