

TOUCHPOINT CHANGE CONSULTING

LIFECYCLE MATRIX FOR PUBLIC SECTOR CHANGE PROGRAMMES

- CUSTOMER SATISFACTION AND RATE OF IMPROVEMENT -

By working through the matrix to focus and streamline service delivery, you will improve your service user satisfaction, your cost base, reputation and audit score. There may well be trade-offs but all stakeholders should see a positive difference.

ENGAGE	PREPARE	DESIGN	DELIVER	IMPROVE
<p>Define and articulate the vision</p> <p>Gain political and top team consensus</p> <p>Instil a sense of urgency across the organisation</p> <p>Brief managers and front line staff</p>	<p>Collate data to analyse and size the opportunity</p> <p>Develop the skills to manage people/projects</p> <p>Develop a method to manage change</p> <p>Learn from the previous track record</p>	<p>Establish criteria for decision making</p> <p>Explore options and develop solutions</p> <p>Consult with key partners and employees</p> <p>Sequence changes realistically</p>	<p>Lead and manage projects assertively</p> <p>Establish and embed new ways of working</p> <p>Build momentum and enthusiasm over time</p> <p>Communicate regularly and effectively</p>	<p>Monitor the benefits and deliver on time</p> <p>Continuously improve every service</p> <p>Continuously develop staff skills & confidence</p> <p>Spot new opportunities and take action quickly</p>

Key people and HR challenges – leading and supporting people through change

People and HR strategy development	Resources audit and workforce planning	New organisation structures and T&Cs	Consultation and re-aligning resources	Develop and defend the new culture
Communications planning and delivery	Up-skilling the workforce and new recruitment	Workforce and Trade Union engagement	Enhanced HR service and stakeholder relationships	Succession plans & career development

Touchpoint Change can support you through any of these stages

Facilitation, change readiness assessment, insight sessions	Consulting, gather and analyse data, process mapping, skills training	Customer experience analysis, process/org redesign, project plans	Coaching, interim managers, project staff, skills transfer	Benefit maximisation, continuous improvement skills
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