



Change management

PwC's change management methodology can help you lead employees through any kind of organisational change by ensuring they understand the change and have the knowledge and skills to operate in the future state.

Problem statement

- Is the environment and culture of my organisation conducive for change to be successful?
- How do I plan for communicating with all internal and external stakeholders on the lead up to a deal?
- How do I regain control and re-establish trust in times of crisis?
- Is the organisation able to understand the people perspective and support employee engagement and generate buy-in?
- How do I measure the success of the change implementation?



Two-thirds of change initiatives fail to achieve desired outcomes because they lack an effective change plan.

- CLC research

How we can help

To create a disciplined change management approach, the first step is to understand the change profile of your organisation, define a best-fit change strategy and approach, implement the approach leading to change actualisation and ensuring that the change sticks to drive a desired sustainable future state. Change management is applicable in the following situations.

Mergers and acquisitions



Operating model changes or outsourcing and shared services set-up



Adopting an ERP/HRIS system along with associated process changes



Strategy change or organisation restructuring



pwc.in

1

Change diagnostic suite

- Provide clarity on the business case for change and identify the initial impact of the change
- Conduct change readiness assessment and assess business readiness
- Identify, map and assess stakeholder communication and engagement needs
- Conduct cultural assessment to gauge ability to support change using cultural diagnostic tool

2

Change planning and actualisation

- Create change strategy and develop a change plan
- Create value realisation model
- Conduct journey management and value tracking
- Conduct change impact assessment and stakeholder segmentation
- Create a communication strategy or plan and engage stakeholders in the change initiative
- Create a training strategy or plan and develop training content to support the change
- Design and launch a change agent network
- Conduct role-mapping for affected roles
- Monitor and measure progress of change using change analytics

3

Change sustainment

- Create post go-live operating model and establish change governance and support structure
- Conduct post-implementation assessment of change management activities, identify failures or gaps and develop a sustainability action plan
- Transfer change capability to the organization and establish internal change centre of excellence.

Benefits to the clients

- Success through collaboration: PwC specialists work side-by-side with program teams to help build trust, engagement and buy-in.
- Targeted communications and trainings enables greater engagement and support for employees.
- Value realisation: The organisation realises maximum value out of their transformation programme by managing resistance and avoiding any potential show-stoppers that may lead to disruptions.