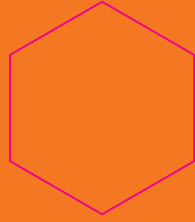




Change starts
with you.



Lead
change.



Change starts with
the right conversation.

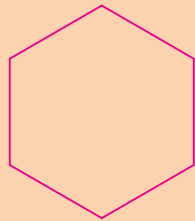
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Question
deeply.



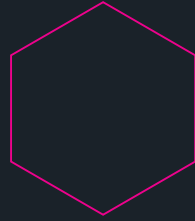
Better questions.
Better transformation.

Listen
actively.



Listen to feedback.
Build lasting change.

Engage
early.



Co-create early.
Deliver outcomes together.

23%

of employees say feeling excluded from change-related decisions would make them resistant to that change.

Prosci's 2025 ERP-focused research, respondents ranked **engaging stakeholders early** as the second most important factor in improving implementation outcomes.

74%

said leaders need to do more to understand resistance...
...of that 45% said doing so would make people more productive.

47%

of unsuccessful projects fail to meet their goals because of inaccurate requirements management.

Bad questions = bad target state

Types of questions matter

Yourself

- Can I summarise what is changing in one sentence?
- What areas of work and production will be impacted?
- What change support is available to this project/org?
- How does this org aim to communicate with its stakeholders?

The Project Team

- What is their experience of change management?
- Where they may have seen these practices in other parts of the business?
- Whether they see benefit to the practice?

The End Users

- What areas of work and production will be impacted?
- What other changes are you aware of?
- How does this org aim to communicate with its stakeholders?

You are a change leader.

Get in touch

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What is CM?

How Change Management is perceived



What Change Management actually is

Working with change feedback

✓ People love the status quo

People prefer the familiar and automatic
Cue + Response + Reward

✓ The shadows of the past

We predict what next based on past experiences
Acknowledge past + show new path + co-design future

✓ Conflicted change

Misalignment in WHY, change process and environment = disengaged
Align outputs with voices from project

✓ Perceived risk

We always scan for risks. If there's a potential threat to us we shut down
Demistify the change and tame ambiguity with clear 'why' and co-created 'how'