



Sticky Change

Experts in fostering change that sticks



Case Study Utility Change Management

THE DESTINATION

Against a commercial backdrop of increasing competitiveness, Severn Trent Water was introducing change on a vast scale, with the introduction of Lean Management techniques, the implementation of SAP, changes in shift patterns and last, but certainly not least, the closure of seven office sites, and the migration of approximately 2,000 people to a state of the art centre.

The senior management team was concerned about the impact of all these changes on the motivation and performance of its people. They required their managers to actively manage the impact of the changes on their people, and engaged Sticky Change to deliver a one day course to over 600 managers.

THE INTERVENTION

The workshop introduced the participants to practical tools and techniques that enabled them to understand how people react to change and to actively engage their employees in the change strategy.

We presented a number of techniques/ models, illustrated their use and the participants practically applied them to either their own issues or to bespoke case studies, designed around the most common change challenges.

THE 'SO WHAT' FACTOR

The course was thoroughly appreciated, many people saying that it was the best training course they had ever been on. 93.24% of participants gave it a rating of 4 or 5, on a 5 point scale, with 5 being excellent. 98.62% of participants agreed with the statement – 'I will use the learning in my job'.

In addition, we benchmarked people's attitudes, knowledge and learning prior to attending the course and six weeks later. The analysis demonstrated post-course increases for all 20 questions, of between 11% - 36.88%. The three questions with the highest increases are:

'Our partnership with Sticky Change has been very successful, enabling us to deliver a high quality, practical and engaging programme. The team members are highly skilled and very willing to be flexible. This was particularly important, as our aspiration was to roll out the programme to a significant number of people in a relatively short timescale.

They worked very effectively with our internal team, and developed a solid understanding of our specific business culture and needs, delivering an intervention that was relevant to our organisation and highly credible. The delivery style of the Sticky Change team is very engaging and they were able to work with a wide variety of very different participants, managing the breadth of needs and responses.

Feedback for this programme has been overwhelmingly positive and it stands out amongst the range of programmes we offer as one of the best attended, enjoyed and applied back in the workplace.'