



## Mitchell Palmer – Case Study

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| Context:            | Big business – National household name – HR team |
| Our service stream: | Change – Change management support               |

**The challenge:** Our client's HR team were managing a programme of internal change, focussed on re-positioning the HR service delivery to the organisation. However the team were struggling with the 'change management' challenges of the programme.

**How we supported them:** We provided a three-pronged support to the team:

Training – we ran a one day change management workshop for a team of 12, focussing on practical applications of change, and sharing knowledge and tools that they could adopt and utilise in their own projects

Coaching – following the training, participants had a two hour coaching session, which they utilised to pinpoint the challenges they were facing in their own work streams or with their stakeholders and teams.

Toolkit – we developed a practical toolkit that supported their specific programme of change, with information, guidelines and templates they could use.

**Testimonials:** *I got a lot out of these meetings and this is in no part to the very good tuition and honesty as to what my view was and how it could be change to the positive. Thanks.*

*This was the best 2 hours I have spent in a long time. I gained some very useful skills and it helped me recognise areas in which I am able to improve to better achieve my goals.*

*It works for me, is super detailed and a toolkit that you can pick and choose from. It has to be detailed to fully explain the context and the tool and when / how to use it.*