

Change portfolio

The Client

Large Mutual Financial Organisation

The Challenge

The customer had an issue with the delivery of its change portfolio and had a sense that there was a break in its change process. eacg were engaged to support senior and executive management identify and challenge blocks to effective change management

The Solution

The eacg team undertook a short analysis of the perceived issues within the customer. The study highlighted some shortcomings in their portfolio and change approach. The issues focussed on core competencies, portfolio strategy & leadership. To achieve this are target activities were:

- Conducted one-to-one and group discussions and facilitated workshops to understand the differences in communication, values and beliefs about change within senior management
- Determined strategic competencies and core values of individuals and the company to bring the team together in identifying a shared vision
- A refocus of the team's change management short and long term strategy was achieved

The Results

The results were a significantly improved and effective portfolio delivery model with a focussed change leadership team in place. eacg delivered specific activities to achieve improvement:

- Executive coaching of the leadership team to improve their leadership capabilities
- Specific client led initiatives to focus on improving portfolio analysis and portfolio delivery
- Facilitation of leadership, communications and training events

"ea have provided a thoroughly professional service ... they have delivered strong coaching, facilitation and influencing skills, plus strong business acumen and strategic understanding."

Head of Business Consultancy