Organizational Change and Building a Successful Asset Management Program

Presented by:

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Electra

About Electra Learning

Established in 1997

Offices in Calgary, Toronto, Houston, and Aberdeen

Largest Maximo L&D company in North America

Provides end-to-end IT change service

Bridges the gap between individuals and technology in a positive and engaging manner

Works across several industries including Facilities, O&G, Mining, Manufacturing, and Transportation

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Agenda

3 - Key Points to Building a Successful Asset Management Program

1. Defining the Change

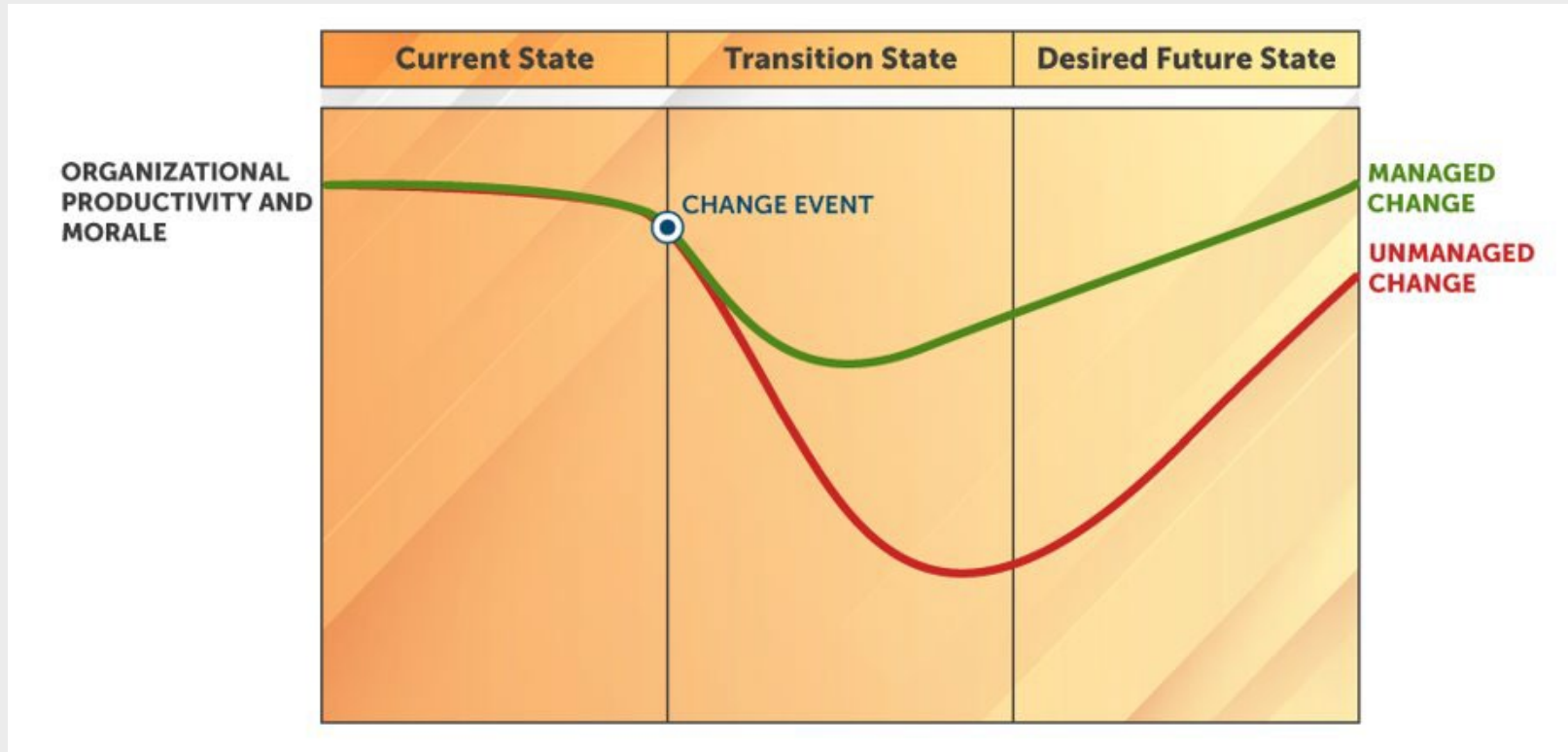2. The People Side of Change

3. Making the Change

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Change

People learning new processes or using new technology to achieve business goals.

> Changes usually don't fail because of technical reasons. They usually fail for human reasons.
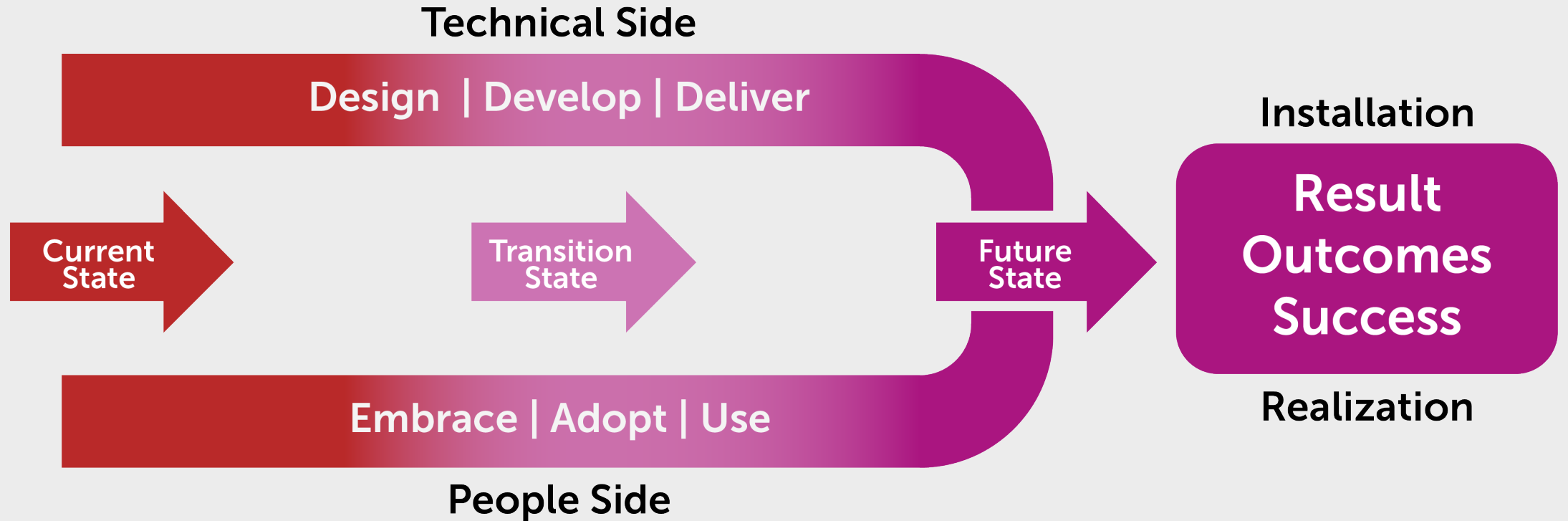
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What is Change Management?

Helping people move from Current State to Desired Future State without a big dip in productivity or morale

Change Management

Technical Side

Design | Develop | Deliver

Installation

Current State

Transition State

Future State

Result Outcomes Success

Realization

Embrace | Adopt | Use

People Side

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The People Side of Change

Individuals react differently to change

- Each person is unique
- We may see a variety of different behaviours

Collectively, we can see patterns emerge

- Same response
- Predictable patterns
- Individually paced

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Defining the Change / Vision

What does success look like:

- Objectives

- Scope of this change

- Impact on each person / the organization
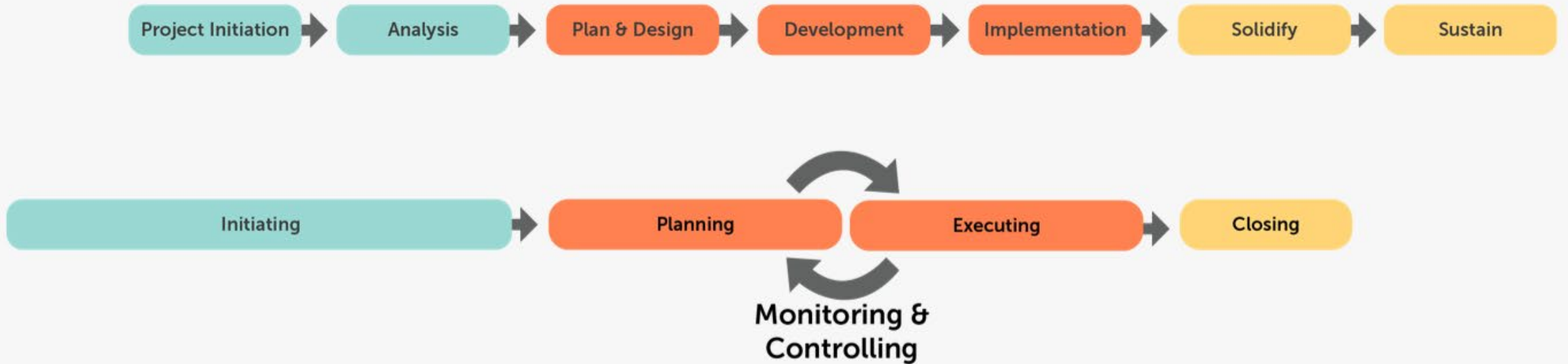
- KPIs

- Communicating and sharing the vision

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The People Side of Change

"ME" issues preoccupy employees at all levels

- If I ignore this, will it go away?
- Will my responsibilities change?
- Will I have to upgrade my skills?
- What will I have to do differently?
- Who will I report to?
- WIIFM?

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Making the Change

Managing the Change

Sponsorship/ Change Leadership

Sponsor visibility, engagement and presence at change management events

Training

Role-specific, exposure to the big picture, processes and technology

Change Management

Stakeholder Engagement

Involvement, process development, process review, UAT

Resistance Management

Listening to resistance, targeted communication, coaching and discussions

Communication

Sharing the Vision: Town Hall sessions, 1-1, newsletters, emails, communication center

Thank You!

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