

THE SPARK

Sourcing and Procurement Flash Report

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INNOVATION

Refocusing Change Management: Pursuing Change in a Remote Reality



With the Delta variant surging across the country and the threatening Lambda variant, return-to-work plans that were once the cause of cautious optimism among managers have reverted back to indefinite remote work environments. In response to such volatility and uncertainty, many leaders have chosen to delay other critical change programs until the road ahead seems clearer.

However, rather than delaying change in the face of uncertainty, leaders should be reevaluating conventional change management plans to accommodate this 'new' normal. While strong executive sponsorship, stakeholder analysis, communication plans, and implementation gantt charts still have their merits, these must be augmented by tactics that increasingly focus on the teams themselves to ensure a higher likelihood of success.

As a frequently quoted McKinsey statistic indicates, even pre-pandemic, 70% of organizational change programs fail. Today, one often attributed cause is "change fatigue". With remote employees, flexible hours, last-minute changes to child care schedules, and legitimate hesitation to meet in person, assessing the teams involved in change is increasingly difficult. The simpler a change program process is to adopt and adapt, the more success leaders will have in the next phases of our new normal.

At LogicSource, we've helped our clients navigate logistical, operational, and supply chain challenges throughout the pandemic. Here are some tactics we've identified that give your change programs a better shot at success, even while uncertainty looms large.

+ Get regular input from your employees, and use it

For more actionable and impactful reporting, reduce the length and increase the frequency of employee surveys. Once results are gathered, make sure the organization sees how their inputs are used to curate critical changes.

+ Establish a regular cadence for communication

There is value in virtual meetings beyond just information sharing. Seeing your team in one place—even if it's just on the same screen—can help managers evaluate how the team is feeling while giving team members a safe space to voice concerns and challenges.

+ Identify champions of change

Especially remotely, it can be difficult to gauge employee sentiment. Empowering a champion can foster buy-in from the bottom up and reveal challenges that may take much longer to surface otherwise.

+ Share your successes:

Ensure that successes are shared widely and individuals are recognized. In a remote work environment, special attention should be paid to team successes more than ever.

By centering your people in your change management plans, you can create programs that clearly communicate implications, responsibilities and expectations for every team member. Focusing on processes at the execution level on up will enable easy adoption and faster buy-in. Change can be necessary, but not uncontrollable – even in the most chaotic of times.



Tada Yamamoto
Director, Client Engagement

We want to hear about your business challenges.

Contact thespark@logicsource.com to start the conversation.

