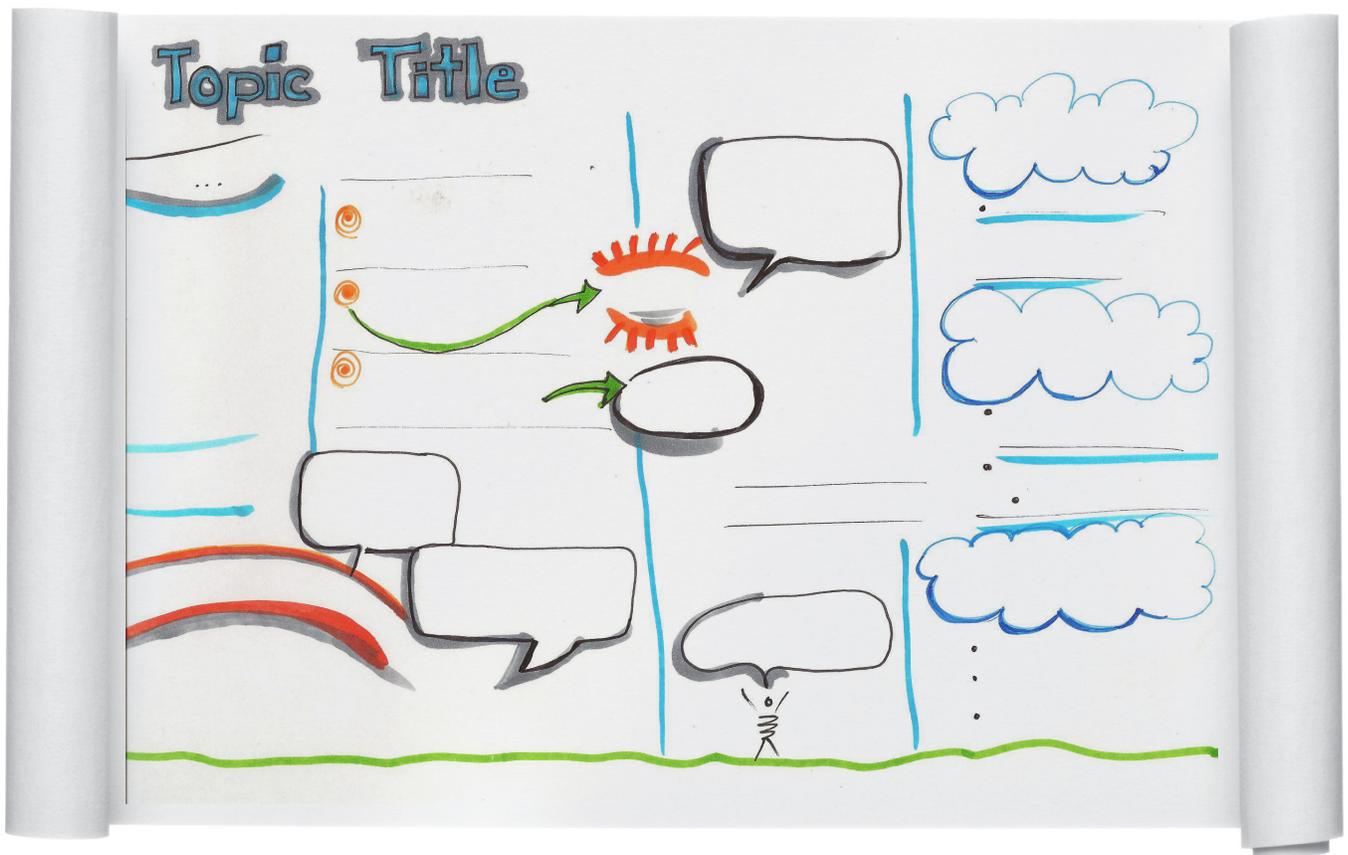# CASE STUDY

CLIENT | Regional Information Technology Group
DATE | November 2011
NATURE OF SERVICES | Change Management Workshop

CHALLENGE

The leader of a large government IT division wanted to bring together his managers from throughout western Canada to communicate some anticipated changes in their structure and help them cope with change and become change leaders themselves.

SOLUTION

Prepared a "Scope, See & Scan" large-scale graphic template in advance. We assessed their current realities and explored both hindering and helping forces in the context of their environment. These were recorded in both graphic and text formats on the wall chart. We specifically examined trends, political and governmental influences, the financial climate, client needs, and the various technology factors at play. A large part of our time and energy was directed toward the many uncertainties the group was facing.

Knowing that this was a team in transition, we also came prepared with a large Transitions Curve on a wall chart (credit to William Bridges) and discussed the change process.

RESULT

Here's what our client had to say about the Visuals@Work process:

"From my perspective, the event was very successful and your presentation gave me exactly what I was looking for. Going into the session, I mentioned that I was looking for a double message: the first is that we have to be prepared for change and the second that my management team have some tools that might assist them.

> *Overall, I thought the session was excellent. I'm very pleased with the participation that you got. Normally us IT sorts are introverts so participation doesn't necessarily come easy.*

> *The whole focus of the session was themed "Are you a leader?" and I was very satisfied with this portion. The Scope, See & Scan will help them lead in a period of change.*

> *I thought the "Flip It" exercise was very useful. We too often tend to interpret an event or comment in a negative manner. I see this as a tool that the management team did not have before and I can see that some of them would be able to employ this technique as we move forward.*

> *The tool that I think will get a lot of use is the transition curve and there was lots of "buzz" on that.*