

MANAGEMENT CONSULTING | IT CONSULTING | SECURITY CONSULTING



## Change management

- is a comprehensive, cyclic, and structured approach for transitioning individuals, groups, and organizations from a current state to a future state with intended business benefits.
- helps organizations to integrate and helps align people, processes, structures, culture, and strategy.

**The purpose of change management is to implement strategies for realising and controlling change and helping people to adapt to change.**

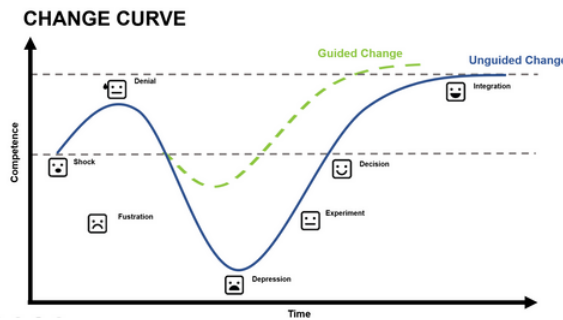
## CHANGE AND PERFORMANCE

Changes inevitably cause tension and resistance in organizations, often leading to temporary decrease in performance, even impeding the change process. Stress due to unpredictability, helplessness or energy loss caused by loss of control frequently accompany changes, and the consequent resistance paralyzes many change processes. Change can lead to loss of productivity, resistance, and communication breakdown. However, with proper planning and implementation, organizations can overcome these challenges and ensure smooth transition.

In case of **unguided change**, performance differences are unpredictable and uncontrollable.

- The change process often takes a long time, and no positive business results are achieved, or only too late, too little or too expensive.
- The organisation wastes or loses its own resources.
- The organisation is finally unable, unwilling, or incapable to utilise the results caused by the change, due to accumulated and untreated resistance.

**At the end of the process, the expected business benefits are partially or completely lost or unrealised.**



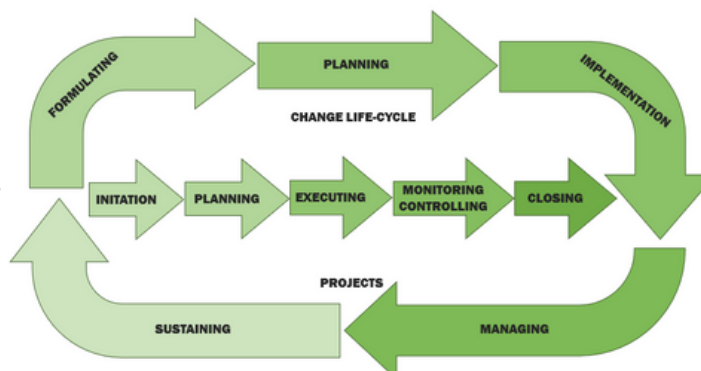
**Guided change** helps to decrease the performance differences which can be planned, reduced and managed.

- The change process becomes predictable and controllable.
- The organisation will use its own resources rationally and economically.
- It guarantees the organisational utilisation of the change results more surely.
- By dealing with resistance, the organisation itself is prepared for the change.

**At the end of the process, business benefits are realised, and can be demonstrated and maintained.**

## CHANGE MANAGEMENT AND PROJECT MANAGEMENT

While projects and programs are typically temporary structures created for the realisation of strategic goals and cease to exist when the goals and results of projects and programs are realised, change management aims to promote these results and ensures their business and organisational utilisation.



The project process ends with the handover of each development, but the change cycle does not end until the results of the development have been turned into 'Business as Usual' practice by the organisation, while demonstrating and incorporating the clear utilisation of the intended business benefits.

**Change management is therefore based on the joint management of variable human factors on the one hand and the duality of predictable and controlled project management on the other.**



# CHANGE MANAGEMENT

ADVANCE TOGETHER

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AAM follows the methodologies, frameworks and best practices of the **Project Management Institute's** well-established Change Management in Organizations, and Benefits Realization Management,.

## OUR MOST COMMON CHANGE MANAGEMENT PRODUCTS

### Vision and Target setting

VISION to describe the **desired stage** of the company and help to guide strategic efforts to turn into effective plans.  
TARGET setting to establish **clear organisational targets and prioritise the efforts**, providing a roadmap to success.

### Change Impact Assessment

**CIA** to help to **identify** who and what will be **impacted by the change**.  
Knowing who and how will be impacted, and the impact level is **critical for implementing organisational change** projects successfully.

### Detailed Change Plan

**Detailed Change Plan** is a **comprehensive document** outlining how a project will be **executed, monitored, controlled and closed**.  
It breaks down the One-Pager and the Critical Path Journey into **day-to-day execution** of the project, covering **all activities needed** to reach the goals.

### Discrepancy Management

Adjust plan to **address discrepancies**. All change initiatives have a degree of uncertainty and ambiguity, therefore, the team needs to adjust the plan on a **regular basis to account for changing or evolving circumstances**.

### Change Readiness Assessment

**CRA** to **evaluate** whether an organisation is **prepared for a specific change**. CRA analyses the organization at all levels to be effective, and helps **articulating risks**.

### One Pager Plan

The **one-pager plan** is a **short document** that summarizes the key elements of a business or strategy journey.  
A **streamlined way to communicate** the value proposition, target market, market analysis, strategies and projections.

### Transition Outputs into Business

Guideline and description how to **transfer ownership** of the new solutions to the appropriate **business owners**. Analysis to **ensure Business as Usual** have the **necessary resources and support to manage and maintain** the solutions effectively. Transition to BaU Handover process includes a **clear delineation** of responsibilities and expectations, along with any necessary training or documentation.

### Stakeholder Engagemant Plan

To **identify and engage all** internal and external stakeholders **affected by or interested** in the outcomes, and **plan their ongoing involvement**.

### Critical Steps Journey

The **critical path method** breaks a project into tasks, identifies **key deliverables** that are **critical time-wise**, and **must be finished on time** in order to complete the project.

### Sustainability and Benefit Realization

Benefit Realization **outlines how to deliver the benefits** step-by-step in the project.  
Includes the **metrics to measure the benefits**, so that they can **sustain the project progress**.

## HOW CAN AAM CONSULTING LTD. HELP YOU?

- Change management of business and IT changes
- Change management of integration projects and programs
- Change management of incremental and complete organisational changes (merge, change of ownership, outsourcing, integration)
- Process management and change management of transformation projects and programs
- Project and change management
- Program and change management
- Portfolio and change management

*Our Senior Change Managers support leading changes with many years of relevant experience!*

### Our services in change management:

- Assessment and evaluation of readiness diagnosis and feasibility
- Impact analysis, scope determination
- Change governance and organizational preparation, stakeholder engagement assessment and management
- Preparing organisations for change: strategy, processes, systems people, structure and culture matching
- Planning and implementation of transitions and changes, measuring and managing the acceptance of change
- Translating the results of projects and programs into business results and putting BaU into operation
- Tracking plans and managing deviations and post-production
- Ensuring the sustainability of change
- Measuring and evaluating the fulfilment of business expectations



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