

How did the CMC Project Accelerator help a global non-profit?



cmc
PARTNERSHIP
global

PROJECT

Accelerator
FOR CHANGE

What were they facing?

The major challenge within the client's organisation was how to 'land' the changes from multiple projects with busy ground staff in a relatively short window of time.

Project teams were understandably focussed on their deliverables; ground staff were understandably focussed on supporting their beneficiaries. Neither group were fully aware of just how challenging it would be to 'land' the change in a way that enabled ground staff globally to absorb, adopt and use the new ways of working being introduced.

And the ultimate goal?

The Sponsor of the overall transformation programme wanted new capability to be deployed in a way and at a time that was supportive to business continuity. He also wanted the delivery approach to maximise the likelihood of ground staff being receptive to and ready for the changes to come.

This Sponsor understood that integrated thinking by project teams and ground staff managers was key and requested support from CMC as an independent facilitator to create a higher level of openness, transparency and challenge in the integration process.

So how did CMC help?

We ran a series of Accelerators at the client's offices for multiple projects and key individuals over a period of a few months.

In a series of two-day intensive workshops, the CMC team, working closely with the internal Project and Change Management Office used their specialist knowledge of project and change management best practice, tools and guidance to surface underlying challenges, limiting beliefs and shared aspiration.

The client participants brought a deep understanding of their project scope and objectives, desired changes and of course their people.

Together we identified the blockers for change for each project and agreed a plan to land the initiatives with greater success.

Project teams initially saw their job as 'throwing' the changes to the ground staff and just expected them to be able to 'catch'.

Was there a positive outcome?

Yes. Project teams and their Sponsors sharpened focus on improving the ground experience of change and adjusted the project delivery scope and schedule in parallel with activating local sponsors to support change readiness.

"Although CMC Global came from the outside, we worked together as a team, with a shared passion for the mission of the organisation and how success in these changes would contribute."

