# R·E·L·A·T·E

Our set of practices, in which each phase has applicable work products/deliverables, is based on sustainable frameworks. We strive to guide and support our clients in becoming more efficient by leveraging their competencies to reach lasting organizational change, process improvements and an overall enhanced organization.

With R.E.L.A.T.E, we focus on change through collaboration by creating innovative solutions *WITH* our clients as opposed to offering a "one size fits all" solution. Our team prepares and empowers stakeholders to drive transformation by providing them with the tools to build their teams, gain buy-in, and minimize resistance to foster project success.

## READINESS

Provide insight on how employees are dealing with the upcoming transformation as well as communication preferences. Change Management Planning, Leadership Alignment & Stakeholder Engagement, Communications, Learning and Knowledge Transfer approaches are identified.

## EVALUATE

Determine the business impact of the transformation on the organization and stakeholder community. Stakeholder Analysis, Change Network tools and Change Impacts are collected and analyzed.

## LEARN

Define the training curriculum and identify learning paths for end users. Business process knowledge to support and sustain the organization serves as foundational input into training plans.

## APPLY

Deliver training curriculum to impacted stakeholders. Change Network is activated and engaged. Knowledge transfer and user readiness guides are developed and delivered.

## TRANSITION

User readiness, change network and end user training continues as knowledge transfer program reinforces new business processes and daily practices based on the transformation.

## EVOLVE

Quarterly touchpoints and reviews are conducted to ensure sustainability of the transformation. Additional training needs assessments may be recommended based on analysis of system use, lessons learned and feedback from the stakeholder community.

# EMBRACE. ADOPT. THRIVE

Nexlevel