



ORGANIZATION CHANGE MANAGEMENT PROPOSAL
LFUCG
ENQUESTA IMPLEMENTATION

Submitted: January 5, 2015

CONSULTANT ON THE GO LLC | Priya Dhingra Klocek



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Summary of Services

Provide Organizational Change Management Support for the enQuesta CIS implementation.

What is Organizational Change Management (OCM)?

- An approach to help shift the organization, its employees and teams from a current state to a desired future state
 - The Why, What & How the change effort will impact everyone involved
- The goal is to maximize the “Change” benefits and minimize the impact on employees while maintaining productivity and morale
 - The actions required from all employees including key stakeholders, subject matter experts, etc. to ensure that the “Change” is implemented and adapted efficiently

High-level Approach / Steps





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Recommended Approach

1. OCM Consulting / Support

- Serve as the OCM SME on the Project
- Act as a liaison to the Executive Sponsor, Core Project Team and employees (as needed)
- Ensure OCM activities are being implemented efficiently and on time
- Deliver change management training for Executives, Managers, and Supervisors
- Serve as a coach / mentor to employees

2. OCM Best Practices & Approaches

- Provide a framework for change management planning, communications, reporting, education, coaching, resistance management, and reinforcement

3. Organizational Assessment (OA): will be conducted to get a pulse of the organization as it pertains to the change. The data from the OA will be used to develop the overall OCM Strategy and approach

- Method –
 - 1-1 Interviews with Key Executives / Stakeholders
 - Online / paper Change Management Assessments with Subject Matter Experts, Key Managers and Employees

4. Organizational Change Management Strategy: will serve as a roadmap for the OCM effort. Key recommendations will be included and outlined based on data gathered from the organization assessments, 1-1 interviews and industry best practices

- Method / Output –
 - Analysis of data gathered from the OA and 1-1 interviews
 - Analysis of the gap between current and future state of the organization
 - Recommendations on OCM Team structure, Communication approach, Change Management education / training, etc.



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5. **Organizational Change Management Training:** training will be provided to the Executive Team, Key Stakeholder, Core Project Team, Subject Matter Experts, Manager and Supervisors impacted by the change
- Executive Team / Key Stakeholders – 1.5 hour session (1 -2 sessions)
 - Suggested Topics:
 - Value of OCM (ROI)
 - Business Case for Change
 - Leadership’s Role during and after the Change
 - Approved OCM Strategy
6. **Organizational Change Management Training:** training will be provided to the Executive Team, Key Stakeholder, Core Project Team, Subject Matter Experts, Manager and Supervisors impacted by the change
- Core Project Team & SME’s - 2 - 4 hour session (1-2 sessions)
 - Suggested Topics:
 - Principles of Change
 - Value of OCM (ROI)
 - Role of a change agent
 - How to manage change?
 - Coaching through change
 - Managing Resistance
 - Other sessions will be scheduled for the Core Project Team & SME’s through the project life-cycle – 2-4 hour sessions
7. **Organizational Change Management Training:** training will be provided to the Executive Team, Key Stakeholder, Core Project Team, Subject Matter Experts, Manager and Supervisors impacted by the change
- Managers & Supervisors - 2 - 4 hour session (2 -3 sessions)
 - Suggested Topics:
 - Principles of Change
 - Value of OCM (ROI)
 - How to manage change?
 - Bi-monthly Managers & Supervisors Forums - 1 – hours session (2-3 sessions)
 - Suggested Topics:
 - Coaching through change
 - Managing Resistance



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8. **Organizational Change Management Communication:** Communications for the project will be deployed throughout the project. COTG LLC will serve as an OCM SME and work with the internal team(s) to customize project communications. Anticipated Communication Deliverables (not an exhaustive list)

- Monthly Communication Plan
- Monthly messages – email, flyers, website, etc.
- Town hall meetings
- Maintenance of Project website (internal / external)
- Bulletin Boards
- System demo's

Suggested Roles and Responsibility

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- Draft project messages (bulleted format)
- Serve as a final reviewer of all project communications to ensure accuracy and OCM lenses
- Serve as a consultant to the Communications Team

Internal Communication /Project Team

- Finalize project messages
- Distribute project messages through agreed upon channels
- Ensure relevance of communication channels and ROI
- Participate in Project update meetings to maintain knowledge of project

Key Deliverables

- Organizational Change Management Strategy
- Communications Strategy
 - Monthly messages
- OCM Training
 - Executive Team / Stakeholders
 - Project Team
 - Managers & Supervisors
- Ongoing Change Management Leadership & Support



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Key Assumptions

- Project duration is 12-months
- All change management activities will extend to Project Go-Live but not to post-production
- Deliverables will be developed using the Microsoft Office software tools (Word, Excel, PowerPoint, Project, etc.)
- Prosci's change management methodology will be used as a foundation for the OCM work performed for this Proposal
- Pricing is based on recommended approach outlined in this Proposal



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Consultant On The Go LLC Background

Priya's Bio



Priya Dhingra Klocek is the President of Consultant On The Go LLC, a consulting firm specializing in Human Resources, Leadership Development, Diversity and Change Management. She has over 20 years of experience in the industries such as Finance, IT, Insurance, Healthcare, Manufacturing, Utilities and Outsourcing industries. Priya is a skilled business consultant who works with her clients collaboratively to identify and implement strategic customized solutions for their businesses and cultural needs. She is a skilled and experienced instructional designer and facilitator, having developed, designed and facilitated training workshops across the globe.

Prior to Consultant On The Go LLC, Priya was Director of Client Services for a diversity firm managing clients in the HealthCare, Legal and Financial industries. Her corporate experiences includes working for Ashland Inc, Convergys Corporation, Great American Insurance and Fifth Third Bank. Priya has managed several global initiatives, and she has had responsibility for several start-up teams based in US, Canada, Europe, India and the Philippines.

Priya holds a Bachelor's degree in Business from the College of Mount Saint Joseph and a Master's Degree in Human Resources Development from Xavier University, Cincinnati, OH. She is certified in the Prosci Change Management methodology, Myers-Briggs Type Indicator ® (MBTI) and as an Intercultural Development Inventory (IDI) administrator.

Minority Business Enterprise & Encouraging Diversity, Growth & Equity (EDGE)
Certified Business - Ohio



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Capability Summary

- ✓ Experience working across all levels within an organization; executive, managerial, clerical, professional, field, etc.
- ✓ Experience developing, designing and facilitating trainings in the areas of:
 - leadership development
 - business acumen
 - organizational change management
 - global diversity and inclusion
 - cross-cultural competency
 - coaching and resistance management
- ✓ Courses delivered in various formats:
 - Full days – (1-5 days)
 - Half days
 - Blended learning modules – online, pre / post class work, etc.

Services & Offerings

- ✓ Consulting / Strategic Planning
 - Organizational Change Management
 - Talent / Resource Management
 - Organizational & Cultural Assessments
- ✓ Coaching
- ✓ Organizational Change Management
 - Managing Change
 - Work/Life Balance during Change
 - Leading Through Change
 - Thriving During Change
- ✓ Diversity & Inclusion
 - Managing Diversity
 - Working Across Cultures
 - Intercultural Development Inventory
 - Generational Diversity
 - Building Cross Cultural Relationships
- ✓ Training*
 - Leadership & Management Development
 - Communication Skills
 - Presentation Skills
 - Employee Development
 - Team Building
 - Building Rapport & Trust

* these are just some of the programs offered

Partial Client List

- ✓ Nashville Government
 - Informational Technology Services Department
 - Metro Water
- ✓ Kao USA
- ✓ Kroger
- ✓ Henny Penny
- ✓ Ashland Community College
- ✓ Cincinnati Water Works
- ✓ AK Steel
- ✓ Unifit Corp
- ✓ Honda
- ✓ 3M
- ✓ Wells Fargo
- ✓ MedSolutions
- ✓ Sanitation District 1 - NKY



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Confidentiality

In order to reach meaningful conclusions and make actionable recommendations, it will be necessary for the Vendor to have access to confidential information. COTG commits itself to protect the interests of its clients by ensuring that confidential information is carefully safeguarded and not revealed to anyone other than to those people involved in the Client work. Vendor acknowledges that this may require that the Client execute a Non-disclosure Agreement prior to the start of the project.

Payment

COTG will submit a monthly invoice based on actual hours worked. Payment terms are net 30 days.

Consultant On The Go LLC

By: Priya Dhingra Klocek

Signature

Date

By:

Signature

Date