

Making change stick

To really make change stick, we need to understand how the brain works, how individuals impact each other in times of change and how team members can support each other.

Why many change initiatives fail and what to do about it.

Sending individual leaders to external training programmes and expecting them to implement changes on their own when they return just doesn't work.

Many change programmes fail because the **existing culture** rejects the changes.

For example, a leader returns from a leadership programme and attempts to implement new skills or a new approach but the team doesn't accept the new ways. The leader is not 100% confident and experienced with his new skills and when faced with that's not "how we do things around here," it is all too easy for the leader to give up.

To make change stick in your organisation well beyond the change programme - whether shifting a leadership style or implementing SAP changes - we need a fresh approach: We need to work **systemically** and use *better ways of training people* than have traditionally been used.

A **culture change**, or changing "how we do things around here" requires that individuals change how they think and what they do. *Interactions between people* and *how they work together* also need to change.

When dealing with large-scale change in an organisation, we consider the organisation as a whole system to determine the changes that need to occur.

We begin the change programme by training people in a way that makes learning enjoyable and lasting.

Ideally, we start the training with the leaders so that they model the changes for others to see and follow.

Our experiential training technology, which follows adult learning theory and the neuroscience of learning, enables people to learn specific new behaviours in a positive and engaging environment.

This gives them the **knowledge**, the **experience** and the **motivation** they will need to **use** those behaviours – not just to know about them in theory.

We use a team coaching approach to help teams implement their learning and apply it to how they work together.

We ensure that the new behaviours will be reinforced over time at individual and team levels. First, they decide what they will commit to, then define an implementation plan and use accountability schemes.

Implementation – beyond the training programme

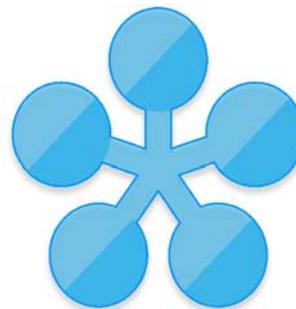
Neuroscience helps us understand that the brain resists change: the brain holds deeply-encoded behavioural habits, including how to interact with other people. These habits take time to change. So we offer **support structures at every level** to help the change take hold.



We support individuals through coaching to help with the internal shifts they need to make to line up with the desired behavioural change.



We use systemic team coaching to help teams or groups make changes together – because this is where the desired organisational change really takes place.



We support the organisation to allow time for change to take place and to support their employees and teams to stick with the desired changes, while not criticising them when they slip into old habitual behaviours – because that's a normal part of the change process.

Our specialists work with you to create a change programme that will fit with your organisation's objectives, scale and people.

