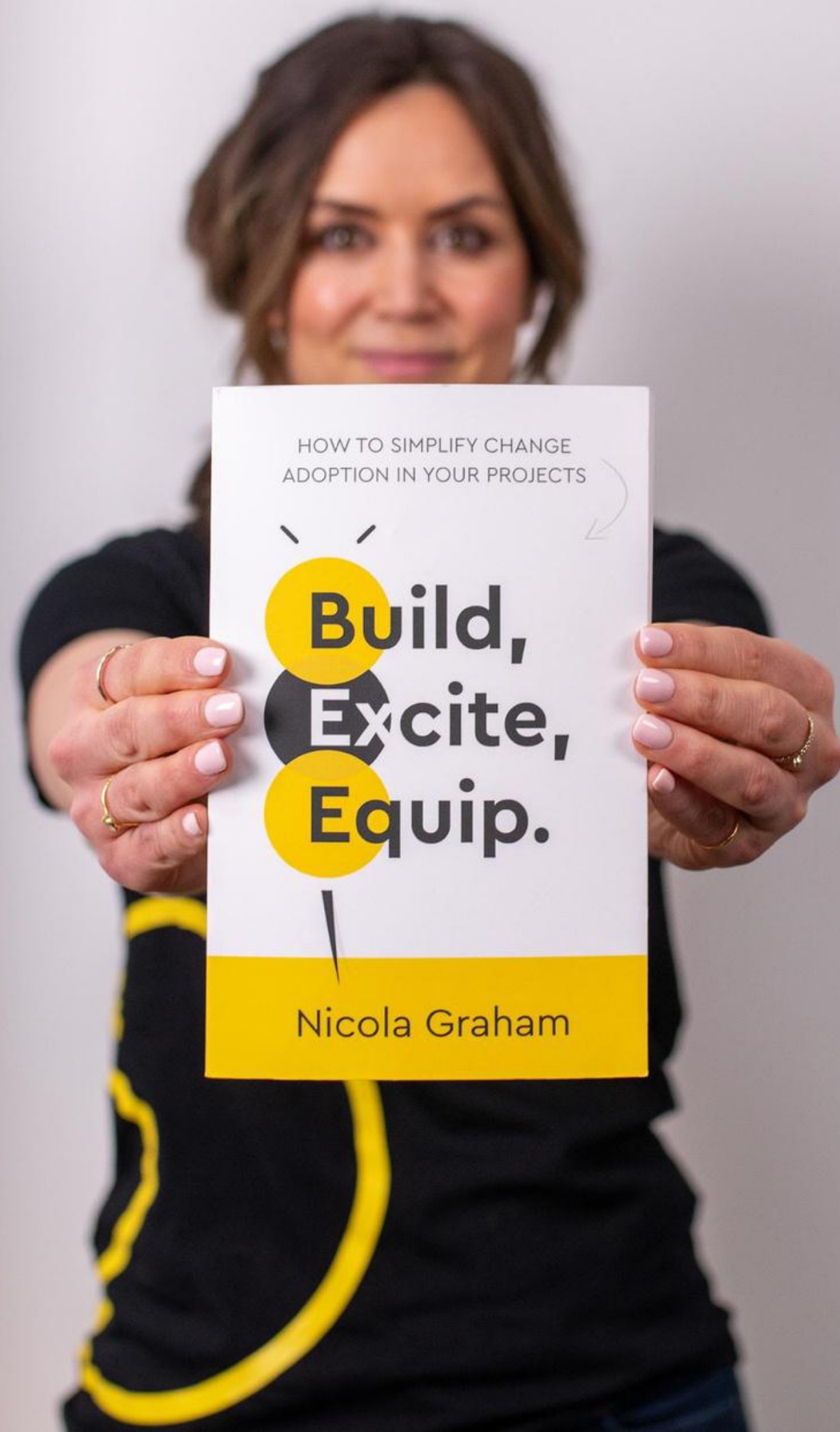# BEE CHANGE

You have a project team, why complicate it with change?

Hello...

- International Business Change Management Expert.

- Speaker and Best-Selling Author of: Build, Excite, Equip.

- Extensive background consulting within the UK top 4 consulting firms, FTSE100, Government, National Health Service and Global organisations.

- Trained in PROSCI, Lean Change & BEE Methodology Qualified

- Experience in Project Management, Prince II, Agile PM & BA Certified

- Change Management Influencer on YouTube & my Podcast

BEE Change Ltd Mission

" Empowering Change, Uniting Teams: At BEE, our goal is to redefine business change management with people-friendly solutions. Through our Build, Excite, Equip approach, we turn every project into a path to excellence. "

Project Costs: Reduced. | ROI: Improved. | Credibility: Increased.

BLACKBERRY PHONES

2002

XEROX FAX MACHINE

1964

EPSON HX-20 LAPTOP

1982
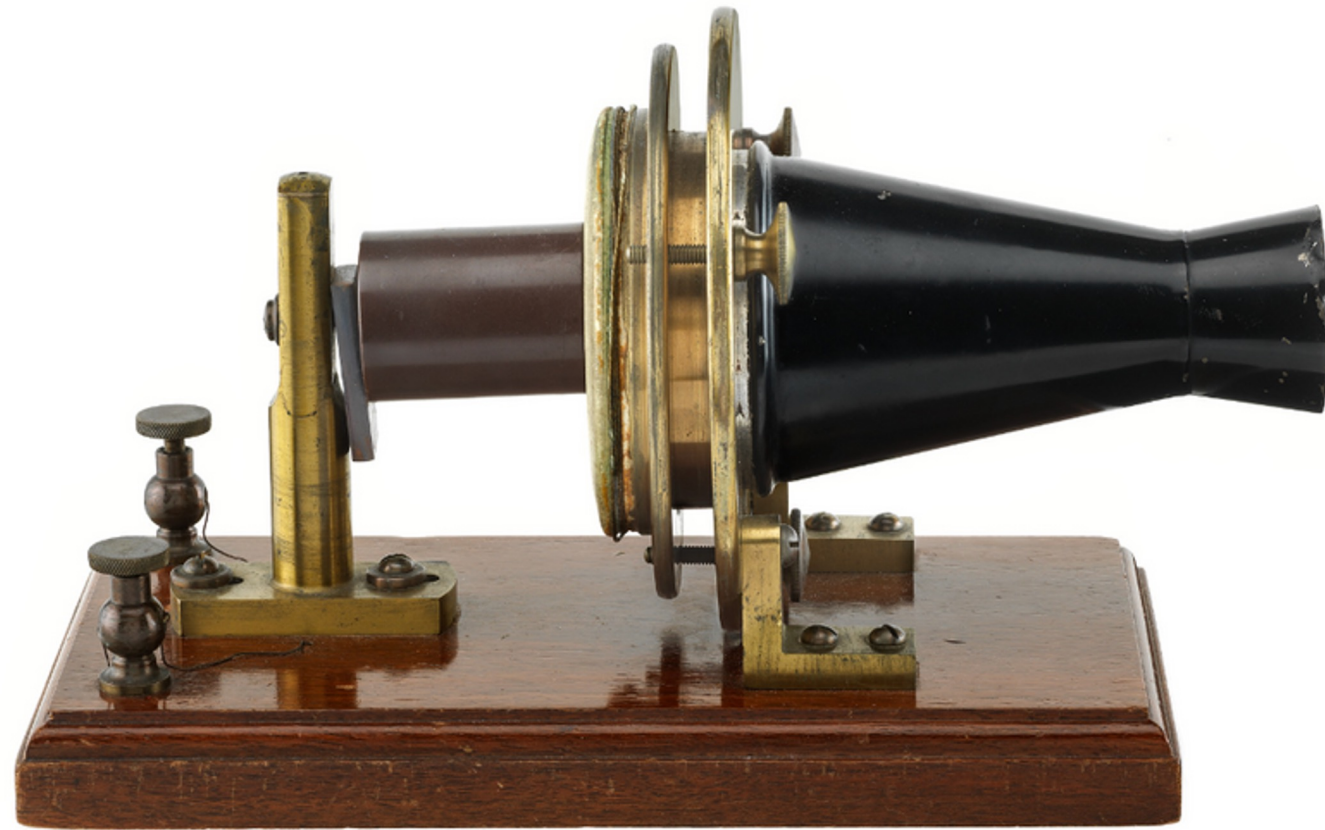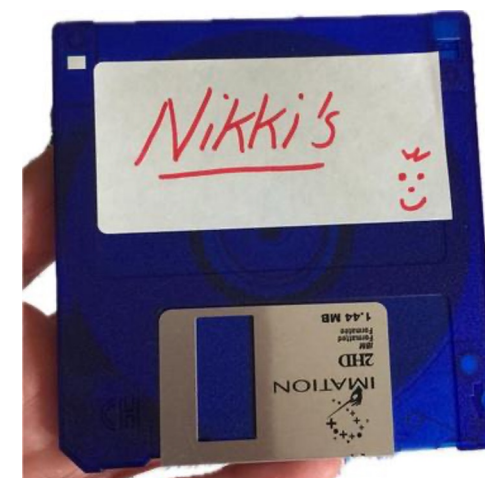
FIRST GENERATION IPAD

2010

EXPERIMENTAL TELEPHONE

1876

End User Desk from 2000

- Desktop Computers
- CRT monitors
- Floppy Disks
- CD-ROM Drives
- DOT Matrix Printers
- Landline Telephones
- Fax Machines
- Paper Items:
  - Calendar
  - Notebook
  - Post It Notes
  - Paper Files
  - Folders
  - Rolodex
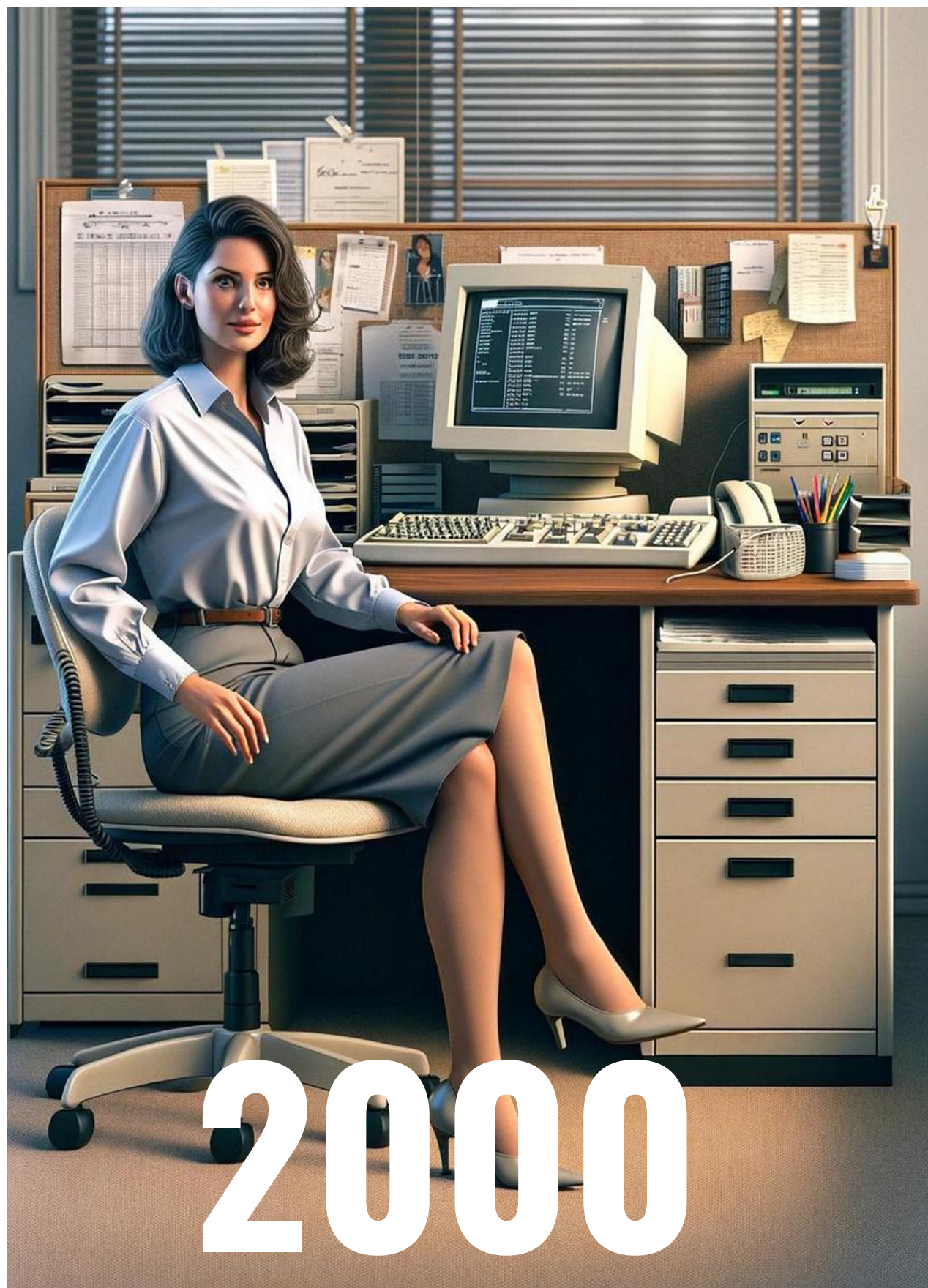
End User Desk from 2024

- Ultra thin laptops
- Widescreen high res monitors
- Smart Desks
- Wireless charging stations
- VR & AR Headsets
- Noise cancelling headphones
- Smartphones
- VOIP
- Hybrid Working
- Cloud Storage: Any Device, Anywhere, Anytime

macOS®

Windows 11

chromeOS

The changes Jane has seen

2000 vs 2024

25 YEAR OLD   49 YEAR OLD

Era of Digital Disruption to People.

Current Change Management
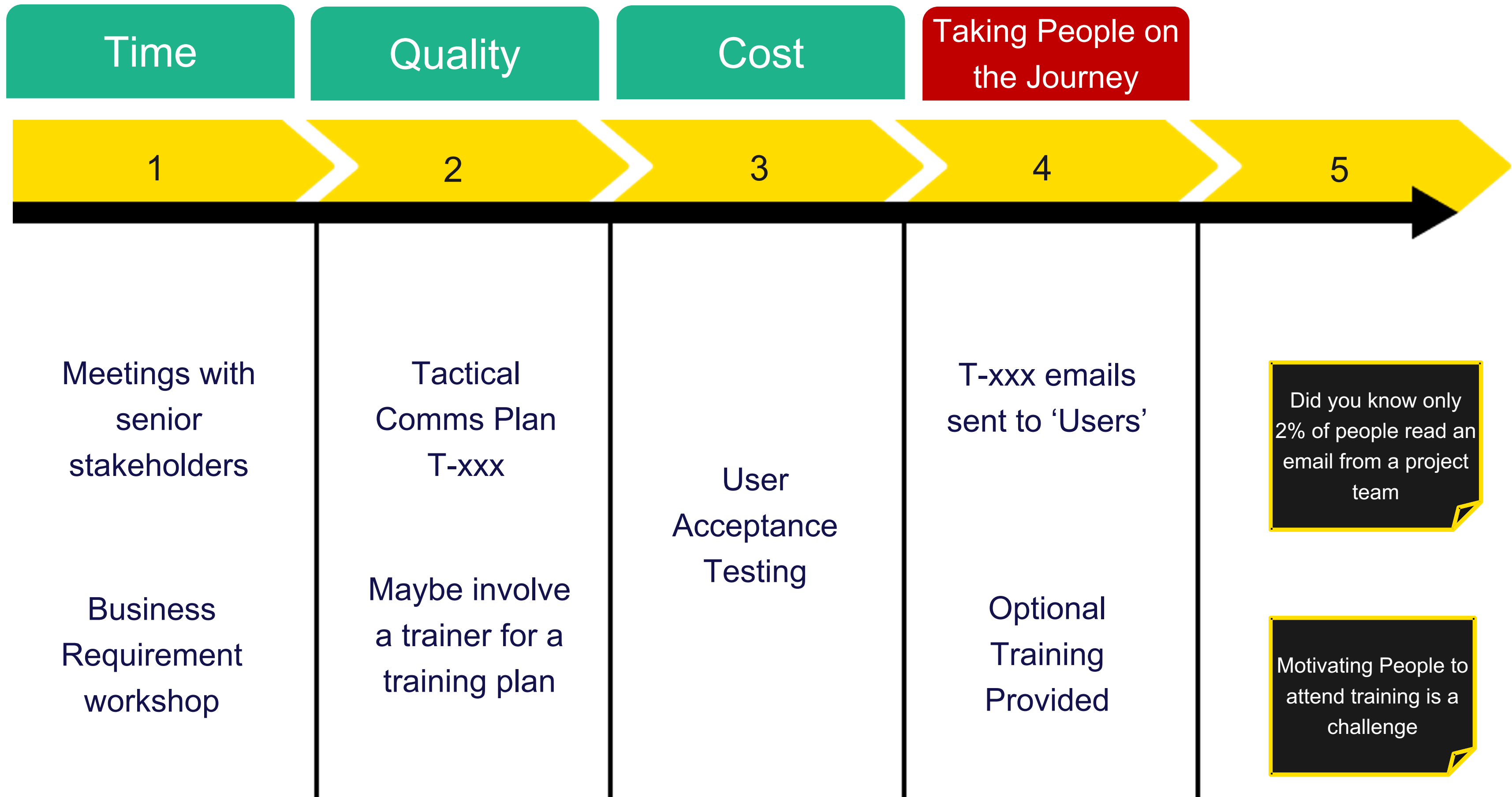
Time	Quality	Cost	Taking People on the Journey	
1	**2**	**3**	**4**	**5**
Meetings with senior stakeholders Business Requirement workshop	Tactical Comms Plan T-xxx Maybe involve a trainer for a training plan	User Acceptance Testing	T-xxx emails sent to 'Users' Optional Training Provided	Did you know only 2% of people read an email from a project team Motivating People to attend training is a challenge
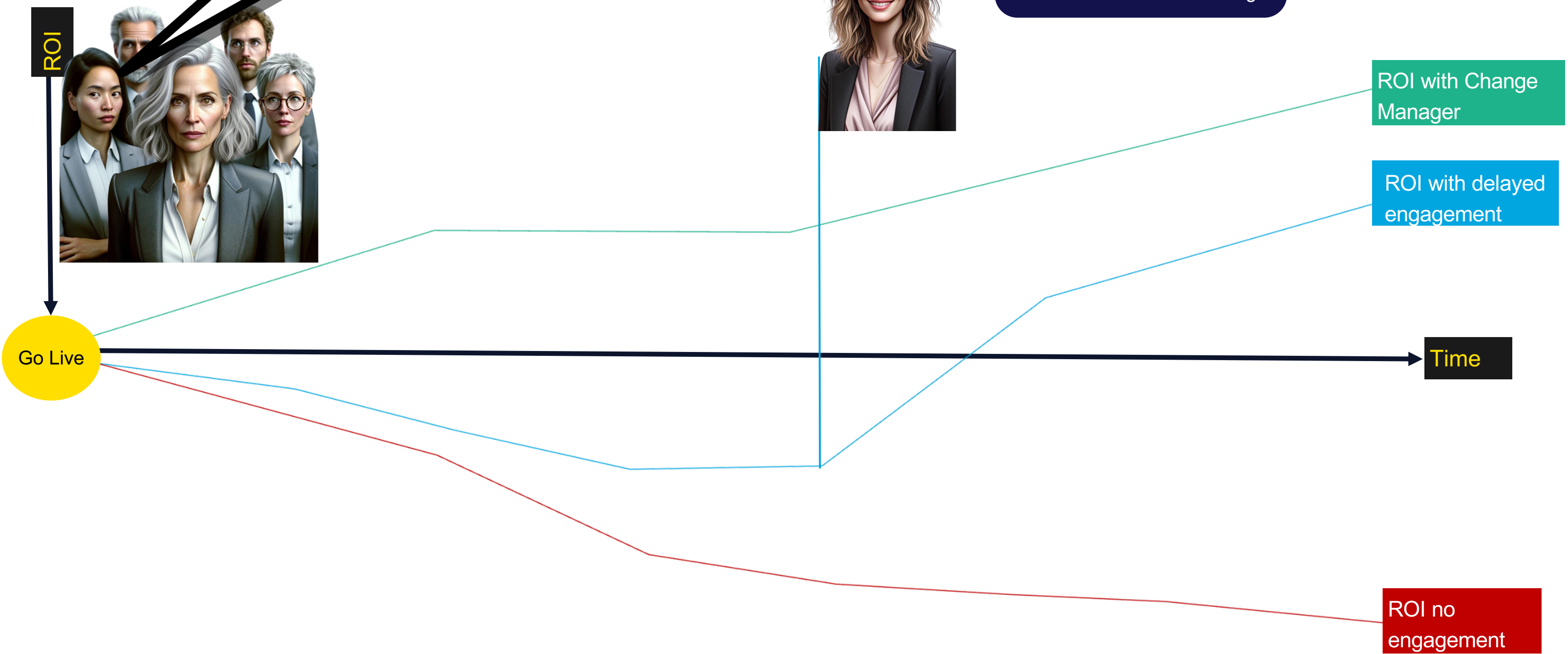
70% of projects don't achieve their desired outcomes.

As a result of missing a vital element, engaging the People.

Project

A project is delivered but people unwilling to adopt it.

Inadequate recognition of change management's significance in projects.

Resource

Little to no resources are allocated for change management.

The project encounters a lack of budget and staffing constraints for change management experts.

Time

There is very limited time to engage with complicated change management processes.

Only **22%** of organisations always involve a change management professional in their projects.

92% of organisations reported that by incorporating simple and easy-to-follow adoption activities, organisations can increase the chances of successful change implementation and project outcomes.

50% of organisations do not effectively address the impact of change on people caused by projects.

"Give a man a fish, and he'll eat for a day.

Teach a man to fish, and he'll eat for a lifetime."

"Give a project a change manager and it will improve <u>THAT</u> projects ROIs.

Teach a project manager to apply change activities and he'll improve <u>ALL </u>his ROI's"

Be part of the 30% of projects that succeed.

Why, because you include the vital element, engaging the People.

Project = Awareness

Raise awareness within organisations, from senior teams to project teams as to why change management is crucial to the success of a project.

Resource = Upskilling

Reduce the need for a change team budget, by empowering project teams to feel confident to take on the the change activities by providing them with suitable training as to how.

Time = Lightweight

Keep the change activities agile and simple enough to follow in a rapidly changing project environment that demands quick turn around of project deliverables.
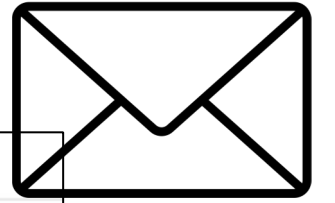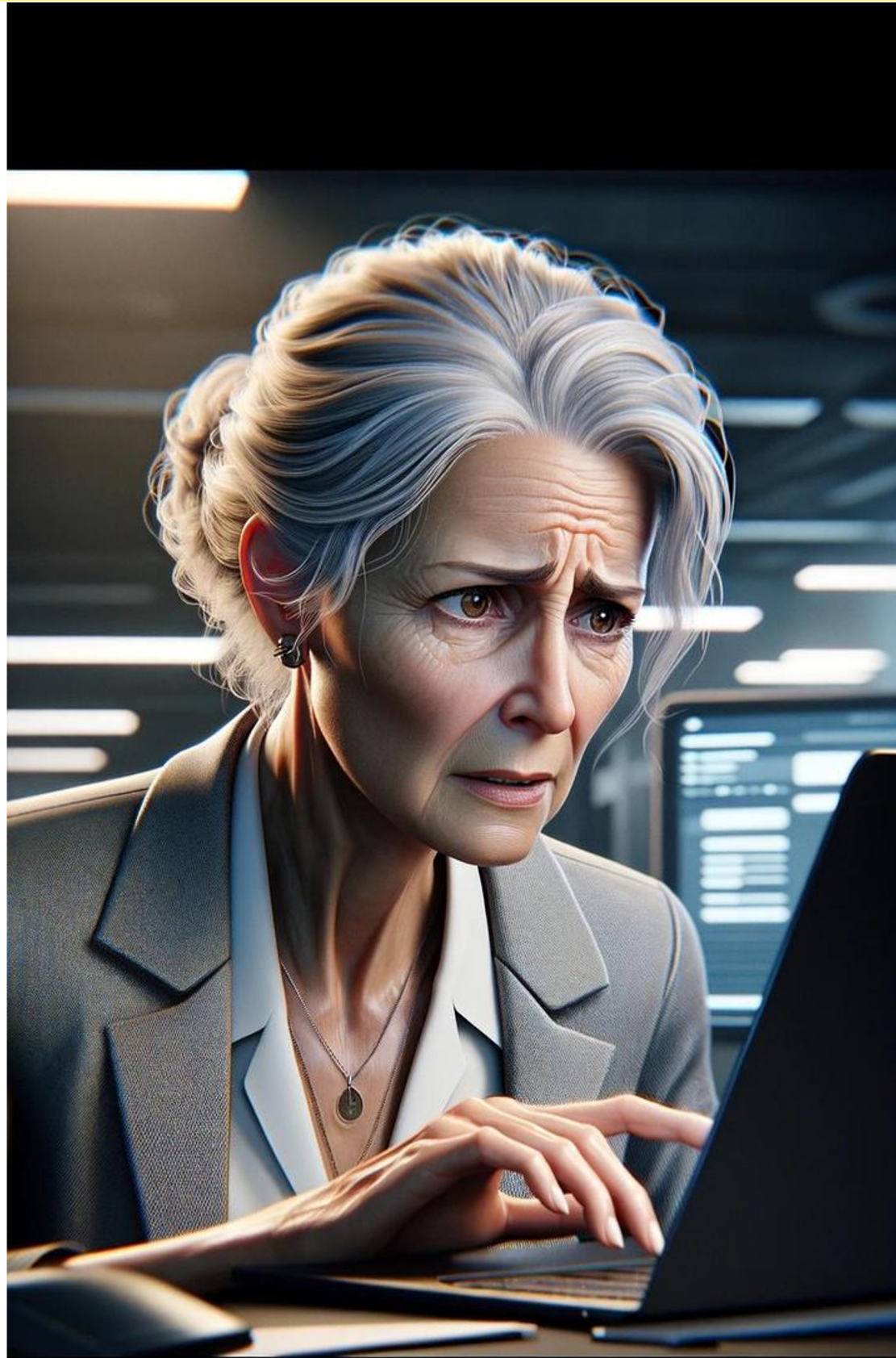
To:

Cc:

Subject: Critical Update: Azure Cloud Email Migration Schedule & Preparations

From: Nicola Graham – nicola@beechange.co.uk   Signature: None

Dear User,

As part of our ongoing efforts to streamline operational efficiencies and bolster data sovereignty compliance, we are embarking on a pivotal migration of our email infrastructure to a cloud-based solution within our Azure environment. This strategic transition will not only enhance our data management capabilities but also fortify our cybersecurity posture.

Over the forthcoming weeks, your email data will undergo a seamless translocation process from our on-premise servers to a dedicated cloud service. This initiative is integral to our commitment to eliminate all on-premise email data dependencies, thereby aligning with our overarching digital transformation goals.

Your specific migration slot has been meticulously scheduled for the 15th of April, 2024. It is of paramount importance that you undertake a comprehensive digital house cleaning exercise prior to this date. This entails ensuring that all pertinent files are meticulously curated and transferred to a specially designated folder within your C: drive. This preparatory step is crucial for the integrity of the migration process and the accessibility of your data post-migration.

Post-migration, your emails will be accessible via an "Archiving" folder integrated within your Outlook Exchange. Here, you'll benefit from an advanced search functionality, enabling you to effortlessly navigate and retrieve historical email data. This feature represents a significant enhancement to your digital communications toolkit, designed to streamline your workflow and elevate your productivity.

For detailed guidance on the preparatory steps and migration process, we have created a word document <inserts overly complex document>. These documents are available on our intranet site. We encourage you to peruse these materials at your leisure to familiarise yourself with the migration protocol and optimise your preparedness.

If you have questions or need support, please contact the project team or log a ticket with the service desk

Regards

Outlook Migration Project Team

Grab Attention

Build Anticipation

Call To Action
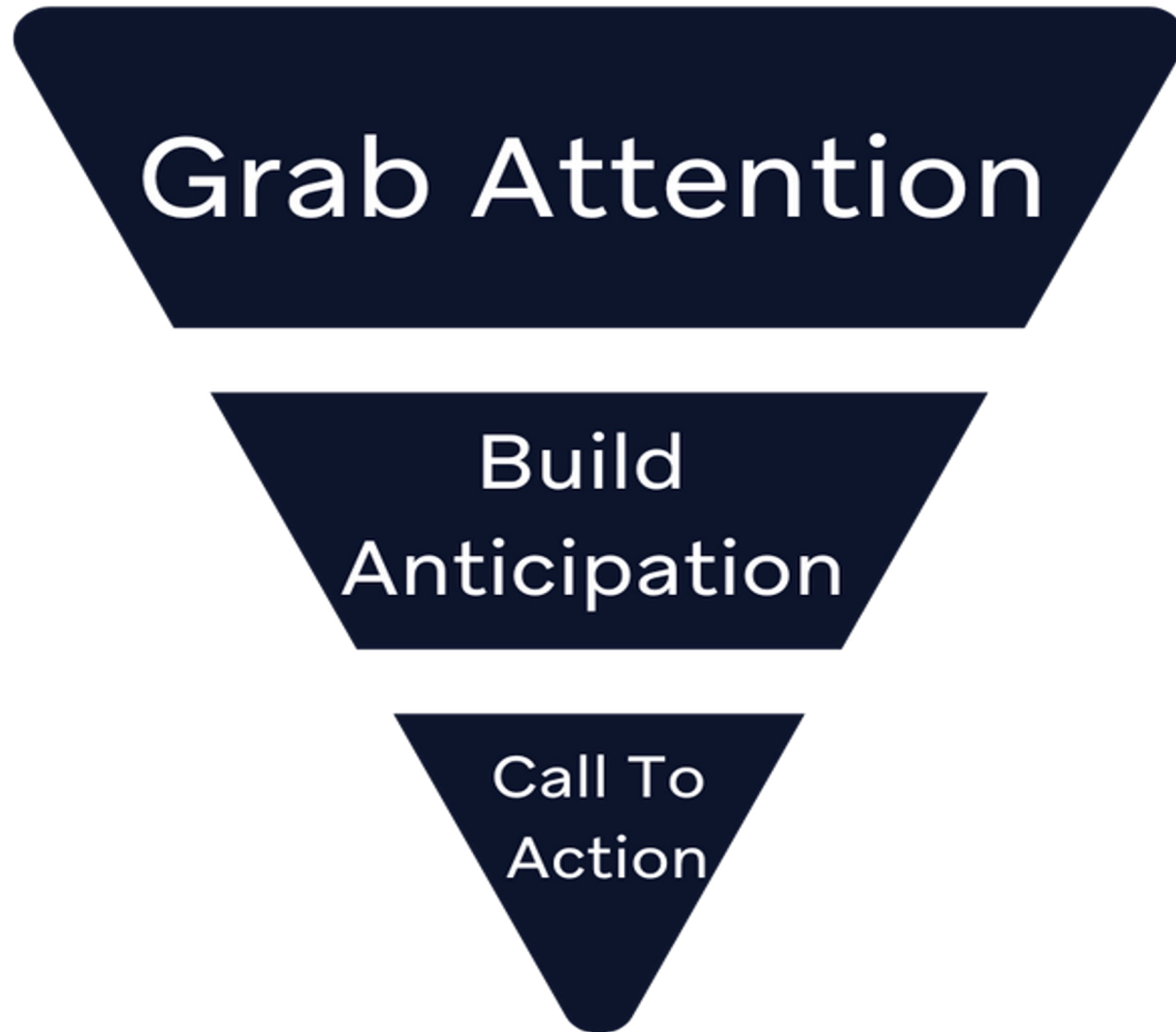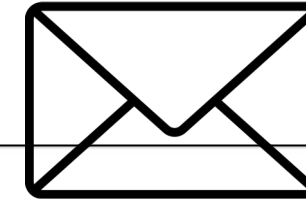
To:

Cc:

Subject: Your Email System Upgrade - Mark Your Calendar for April 15!

From: Nicola Graham – nicola@beechange.co.uk

Signature: None

Dear Colleague,

Would you like faster emails that you can access from anywhere?

Great news: We're upgrading our email system to the cloud, making it faster, safer, and accessible from anywhere. This upgrade, happening on April 15, 2024, is part of our mission to improve how we work and keep our data secure.

Here's What's Happening:

- **Migration Date:** April 15, 2024. Mark it on your calendar!

- **Your Task:** Before this date, please organise your files. Move any important ones to the special folder in your C: drive we've set up for you. It's essential for a smooth transition.

- **The Benefit to you:** After we move to the cloud, you'll find your emails in an "Archiving" folder within Outlook Exchange. Thanks to a new search feature, finding old emails will be a breeze, boosting your productivity.

Need Help?

- **How to Prepare:** Don't worry, we have created lots of training information for you including easy to follow step-by-step guide <click here> and short digestible how to videos <click here>.

- **Live Training:** Why not join us for live training each day at 12.30pm GMT Room 4.11 or, sign up to our online sessions <click here>

- **Questions or Concerns?** You have a team Champion representing your department, feel free to ask them for initial support bob@company.com. Or feel fee to reply to this email for the team to support you.

We're excited about this change and how it will improve your day-to-day work. Thank you for taking the time to prepare, ensuring a seamless upgrade for everyone

Warmest Regards

Outlook Migration Project Team

Build, Excite, Equip.

With the BEE Methodology solution you can:

1. Embed change management practices within your project's lifecycle from the outset.
2. Ensure ongoing engagement with all stakeholders to foster buy-in and smoother adoption.
3. Elevate the importance of change management within your organisation, from top down.
4. Maximise your current project team by equipping them with the knowledge and tools needed to carry out CM activities, rather than employing a change manager.
5. Overlay BEE into existing PMO Frameworks for correct governance and support.

Created by Change Managers, for Project Managers.

Initiation → Design → Build → Go Live → Close

Build
Prepare & Plan

Organisation
Map the organisation's structure and hierarchy.

Project
Define what you mean by success and determine how you will schedule it, track it and use it to inform your action plans.

People
Analyse people and their social networks and understand how individual reactions to business change work.

Excite
Rally the Troops

Create
Your Marketing campaign

Inform
Engage your Change Agents and those impacted by the change.

Market
Sell the change

Equip
Provide Ability to Learn

Develop
Create training materials & train champions

Educate
Train people innovatively and refine that learning

Invigorate
Bring change to life through stories & case studies

Understand the Key Stakeholders

Step 1:

Key Stakeholder Assessment

Time Available

We would like to know how much time you have available to support this project.

As a Key Stakeholder, your manager has freed up enough capacity from your usual day job to support this project, do you agree?

Strongly Disagree — Strongly Agree
1 ○ 2 ○ 3 ○ 4 ○ 5 ○

As a Key Stakeholder, I have time to both discuss and present the project to others, do you agree?

Strongly Disagree — Strongly Agree
1 ○ 2 ○ 3 ○ 4 ○ 5 ○

On a scale of 1-5, how quickly do you learn and adapt to new technologies?

Not that Quick — Very Quick

Step 2:

Step 3:
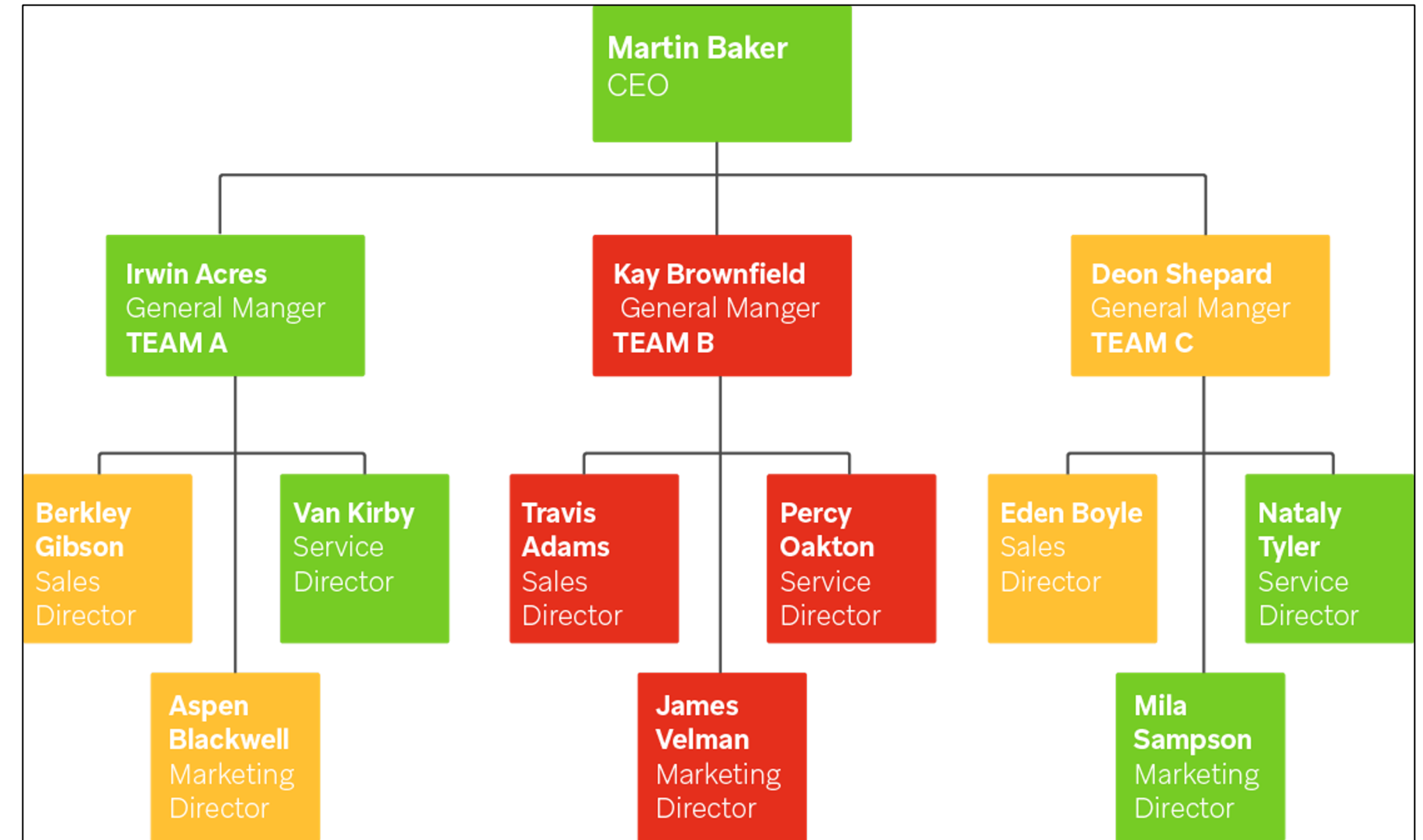
Focus Areas:
1. Engage heavily with Kay Brownfield to improve her score and advocate to her team.
2. Work with Nataly Tyler to help communicate to her peer Eden.
3. Highlight Irwin Acres as an advocate for the project to help improve amber colleagues.

ABC
Scorecard.
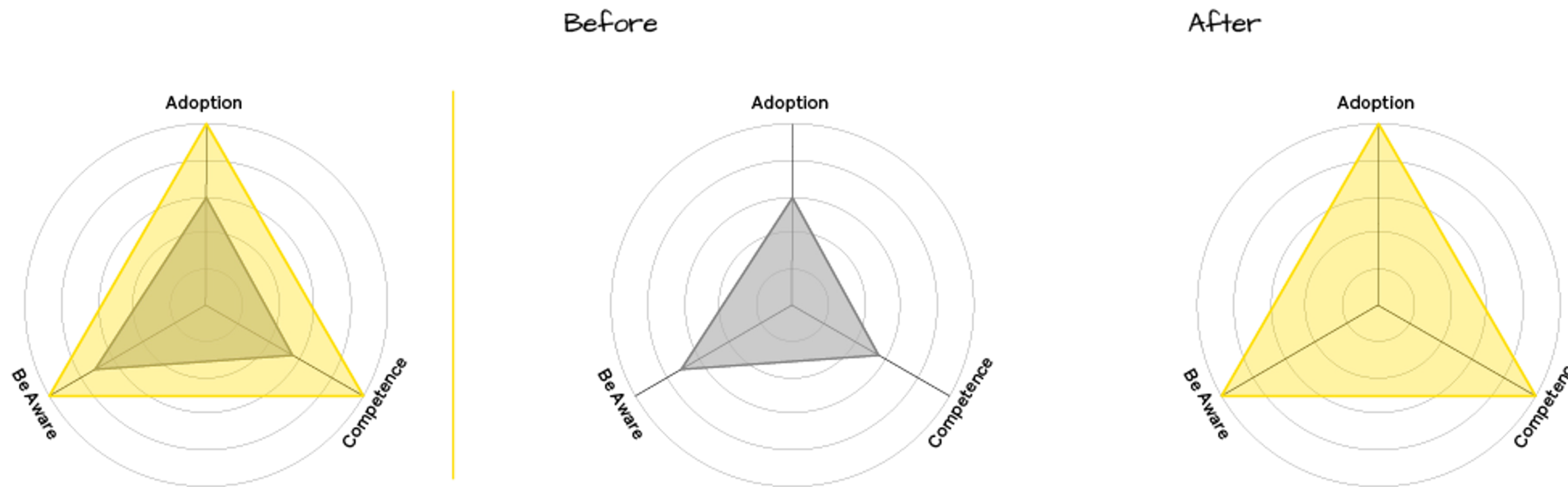
Before

After

Focus Areas:
1. Send out survey before Go Live
2. Send out survey after Go Live
3. Focus on those colleagues whose scores haven't improved, rather than mass support.

I get it now!

My scorecard rating is now ABC

Takeaways

1. Business colleagues' matter, don't assume project success without them
2. Decide on deliverables suitable to the type/size of project
3. Ensure you divvy the accountability across the team, based on strengths
4. Be sure to work with PMOs and management to standardise and govern the expected deliverables
5. Keep it simple, with templates and guidelines
6. Grab a free book to utilise some of my own suggested change activities.

HOW TO SIMPLIFY CHANGE
ADOPTION IN YOUR PROJECTS

Build, Excite, Equip.

Nicola Graham

Thank you.

Does anyone have a question?

Come on ... please please be my friend :

Appendix

BEE Services

BEE Training Courses Online

3 courses available **online** ranging from self-paced to instructor led training options.

Our training includes support materials, training videos and an examination to obtain your BEE Methodology© accreditation.

Yes, I am referring to you.

BEE: Methodology®

Self-paced Foundation
Self-paced Practitioner
Live Trainer Practitioner

min 6 people

BEE Xperience Onsite Training

BEE Methodology® Practitioner Course
Certified

2 days
max 15 people

The BEE team provides a tailored **in-person** training service to educate your teams.

We employ interactive learning strategies to ensure that the knowledge shared is directly applicable to your real-world projects which are used as case studies throughout the training.

The programme concludes with an examination to obtain your BEE Methodology© accreditations.

Coaching and Support

If you need extra help with the BEE Methodology©, consider buying additional support days.

Our Subject Matter Experts can offer targeted assistance in any area your project teams require, from change management to video production, we have you covered.

4 days   call off by 1/2 days
1 day

References

- Prosci's Best Practices in Change Management Benchmarking Report 2021: According to Prosci's research, only 29% of organizations fully integrate change management activities into their project plans and budgets. This indicates that a significant majority of organizations fail to adequately account for change management in their resource planning and budgeting processes.
- Association for Project Management (APM) Survey: In a survey conducted by APM, only 20% of respondents reported that change management was always included in their project resource plans and budgets. This finding highlights the widespread issue of change management being overlooked or underfunded in projects.
- Project Management Institute (PMI) Pulse of the Profession 2020: PMI's report indicates that only 22% of organizations always involve a change management professional in their projects. This suggests that many organizations do not allocate specific resources or budget for change management expertise, leading to potential gaps in managing the people side of change.
- McKinsey & Company: According to McKinsey's research, less than 30% of executives consider change management to be an integral part of project planning and implementation. This suggests that a significant proportion of organizations fail to recognize the importance of incorporating change management adequately into their projects.
- Gartner: Gartner's research shows that, on average, only 5-10% of project budgets are allocated to change management efforts. This statistic further emphasizes that change management is often underfunded and not given the necessary resources to support successful project outcomes.
- Prosci's Change Management ROI Study: In Prosci's study on the return on investment (ROI) of change management, organizations that invested adequately in change management were six times more likely to achieve project objectives. This indicates that not allocating sufficient resources and budget to change management can hinder project success.
- Prosci's Best Practices in Change Management Benchmarking Report 2021: According to Prosci's research, 84% of respondents reported experiencing challenges related to change management. These challenges often arise from a lack of understanding of change management practices and principles within projects.
- McKinsey & Company: McKinsey's research suggests that less than 30% of transformational change initiatives succeed fully. One of the contributing factors to this low success rate is the inadequate understanding and application of change management concepts within projects.
- Project Management Institute (PMI) Pulse of the Profession 2020: PMI's report highlights that only 35% of organizations have a dedicated change management role within projects. This indicates that many organizations do not fully grasp the importance of having specialized change management expertise to navigate the people side of change effectively.
- Changefirst: A study by Changefirst found that 50% of organizations do not effectively address the people side of change in their projects. This suggests a lack of understanding of the critical role that change management plays in managing the human aspects of organizational change.
- Prosci's Change Management ROI Study: In Prosci's study on the return on investment (ROI) of change management, 76% of organizations reported that having a common understanding of change management practices helped them achieve project objectives. This indicates that the presence of a shared understanding positively influences project success.
- Harvard Business Review: According to a study mentioned in Harvard Business Review, companies often underestimate the complexity of organizational change, leading to misunderstandings and insufficient planning and execution.
- According to Prosci's research, 92% of organizations reported that effective change management significantly contributed to project success. By incorporating simple and easy-to-follow adoption activities, organizations can increase the chances of successful change implementation and project outcomes.
- Prosci's Change Management ROI Study: In Prosci's study on the return on investment (ROI) of change management, 96% of organizations with excellent change management practices reported meeting or exceeding project objectives. This reinforces the idea that well-designed and straightforward adoption activities positively impact project success.
- McKinsey & Company: McKinsey's research highlights that simplicity is key for successful change management initiatives. By making adoption activities easy to understand and implement, organizations can reduce resistance and increase employee buy-in, leading to smoother project implementation and better outcomes.
- Harvard Business Review: Studies mentioned in Harvard Business Review emphasize the importance of clear communication and simplicity in change management efforts. When adoption activities are straightforward and easy to follow, employees are more likely to embrace the change and contribute to project success.
- IBM Smarter Workforce Institute: According to IBM's research, organizations that provide clear and simple guidance for change adoption are three times more likely to outperform their competitors. This indicates that straightforward adoption activities positively impact project success and overall organizational performance.
- Towers Watson Change and Communication ROI Study: In this study, it was found that companies that effectively manage change and communicate clearly with employees are 3.5 times more likely to significantly