

# ORACLE CHANGE MANAGEMENT ALIGNMENT WORKSHOPS

## Oracle Expert Services

### AT A GLANCE

- Prepare Managers to model the change and to empower the organizational network of users
- Support team leaders in generating a collaborative and problem-solving approach to the implementation
- Draw on the organizational network to increase project buy-in
- Prepare end users to adopt the new way of doing work

### RELATED SERVICES

The following Organizational Change Management Services are also available from Oracle Consulting Services:

- Executive Alignment Workshop
- Organizational Readiness Assessment
- Communication Campaign
- Job Impact Analysis
- IT Alignment

*Oracle Change Management understands that leveraging the skill sets and spheres of influence of the client's middle management will help to bring end users through change. It is imperative to ensure that these individuals are continuously engaged and understand the decisions and directions that have been made by the executives regarding the project in order to support the planned initiatives. Oracle Consulting has proven techniques to facilitate alignment.*

### Overview

The Alignment Workshops will prepare managers and team leads/change agents to manage the transitions in the implementation. The change management specialist will conduct a series of workshops to ensure that middle managers have the tools and “know-how” to support the project and lead the end users to adopt the technology and processes that result.

The Oracle Consulting change management consultants are change management specialists trained in Oracle technology and its implementation methodology. These specialists know how and when Oracle clients will react as the change gains momentum. The OCM Specialists are veterans of Oracle implementations in addition to being well versed in the best business practices in their respective fields.

### Offering Details

In providing the Alignment Workshops service offering, Oracle will work with the customer to conduct the following steps:

- **Conduct Core Team-Building Workshop** – Orient and support core project team members with project vision, directions, strategies, and their individual roles in generating a collaborative and problem-solving approach.
- **Advise Managers of their New Role in Leading Change** – Communicate using the Executive Execution Plan for accuracy and consistency.
- **Design Managers' Workshop1 on Leading Change** – Develop an agenda that will align managers with executive project direction and get their buy-in.
- **Conduct Managers' Workshop1 on Leading Change** – Coach the Managers to cascade the alignment, involve them early in the project, and inform them on the role they will play during the transition.
- **Design Team Leads/Change Agent Workshops** – Identify the Change Agents, then develop and validate agendas, supporting materials, presentations, job aids, etc. for their specific workshops.

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- **Conduct Team Leads/Change Agent Workshops** – Provide sharing, collaboration, and ongoing coaching to prepare for the rollout of the change management activities
- **Design Managers; Workshop2 on Leading Change** – Create this agenda to focus on new business process and workflow changes, the need to fill the gaps, and sharing information with affected users.
- **Conduct Managers' Workshop2 on Leading Change** – Ensure that the managers have the tools and "know-how" to lead the end users to adopt the new technology and processes that result.

#### Major Deliverables

The formal deliverables for the Alignment Workshops usually include:

- Core Project Team-Building Workshop
- Team Leads/Change Agent Workshops – coaching and tools for representatives of the affected divisions or target groups
- Manager Workshops – 2 workshops; the first for creating awareness and involvement; the second for learning to transition the end users

#### Requirements

Oracle Consulting will require baseline information. The client will need to provide appropriate organizational expertise and resources to work with the Oracle Change Management Lead to: identify and describe the current management model; coach the Middle Managers to build upon existing alignment with key leaders; leverage the current organizational network to empower the change and communication agents; and respond to resistance, proactively listen, and communicate as required. The Organizational Change Management project will require dedicated customer executives as the team produces, reviews, and approves the Alignment Workshops.

#### Getting Started

Leverage Oracle's methods, tools, and extensive experience with customer implementations across diverse industries and geographies. Tight integration across Consulting, Development, Support, Education, and Global Delivery puts the entire Oracle team behind your success. To learn more, contact your local Oracle Consulting representative at 1-800-633-0615, email [ask-oracleconsulting\\_us@oracle.com](mailto:ask-oracleconsulting_us@oracle.com), or visit [www.oracle.com/consulting](http://www.oracle.com/consulting).

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