

Organizational Change Management

Becoming adept at change is critical, yet few things are more challenging.

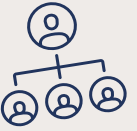
Change is a constant for every organization. How organizations manage change is the variable. It's what sets high-performing organizations apart.

Effective change management is about navigating a moment in time, and then creating the organizational will, resilience and muscle memory that encourage individuals and teams to embrace and adopt new ideas. When organizations become good at change, they can more easily implement new processes, introduce transformative technologies and pursue new *and new types* of opportunities. Organizations that are adept at change see improvements in all of the most important internal and external business metrics, their employees thrive and their customers are delighted.

How does your organization manage change?

- 1 Do you power through and trust everyone will adapt?
- 2 Are there endless meetings and debates with little forward momentum?
- 3 Are cultural barriers addressed and appropriate incentives offered?
- 4 And what are the risks of letting resistance prevail?

Imagine a partner who helps your organization move from reluctance to results™; a partner who helps you navigate the unwritten and sometimes invisible cultural, workforce, and process barriers that inhibit change. Imagine working with a team of experienced thought partners who can help implement development, messaging and incentive plans that invite and encourage change. That's exactly what we do at Wheelhouse Group.



What We Believe

When we approach a change management project, we look beyond the initial catalyst for change. We know that change has a lifecycle and does not happen in a vacuum. A problem with change today could be a problem with communication or team dynamics or training tomorrow. We are firm believers that:

- ▶ How an organization manages change — the strategies, approaches and messaging used — can take a team from disinterest or resistance to embracing new ideas and delivering high performance.
- ▶ The key to designing the right change management approach is to gain a deep understanding of the motivations and concerns of the various stakeholder groups.
- ▶ Effective change management creates a shift in behaviors, greater employee engagement, and enthusiasm for new, shared initiatives.

How We Work

Wheelhouse Group clients say working with us is easy. We serve as an extension of your team, helping you manage and deliver on internal strategic priorities. We bring experts who employ our proven, five-step methodology outlined in *The Method and the Magic, Every Leader's Guide to Making Transformational Change Happen*; written by our founders. This methodology enables us to help our clients navigate their change initiatives and come out the other side thriving. We work creatively to align people, actions, and results, driving both buy-in and adoption, and building on decades of experience.

We move organizations from reluctance to results™.

Who We Are

We're seasoned, senior-level consultants who are both strategists and doers. We help organizations and their people navigate, thrive and excel at change.

What We Do: Organizational Change Management, Stakeholder Engagement & Communications, Workforce Transformation, and Business Optimization

Where We Focus: Technology Adoption, DevOps Culture Building, Delivering CX, Cloud Adoption, Cybersecurity Mindset, and Artificial Intelligence Integration

Recent Impact



The **Internal Revenue Service (IRS)** chose Wheelhouse Group to help shift the organization from agile to rapid deployment IT development using DevOps approaches and related technologies. Our team facilitated communication between the IRS executive leadership, program management teams and DevOps initiative teams. Together, we moved the needle on multiple cultural and technology challenges at the IRS. We developed a change plan and put it into action – with great success.



Today, Wheelhouse Group provides the **U.S. Department of Treasury's Bureau of Fiscal Service** with a unique blend of communications, change management and cybersecurity expertise. We developed the bureau's strategic communications, change management and training approach for cybersecurity initiatives in support of its "CyberCLEAN" program and numerous other complex and evolving cyber efforts within the agency.

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Founded in 2003, Wheelhouse Group is an SBA-certified woman-owned small business (WOSB).

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