



Changefirst



Implementing  
change successfully with  
**e•change**<sup>®</sup>

[www.changefirst.com](http://www.changefirst.com)

e-change® helps project managers and change agents become more effective at managing and implementing successful change projects by allowing you to learn and practically apply the People Centred Implementation (PCI®) methodology at any time and from anywhere. PCI is a proven change methodology which improves your ability to implement organisational change faster, more comprehensively and sustainably by creating and delivering lasting change capabilities in your people.

## Why e-change?

Are you, like many others, finding that your change projects fail because of a lack of buy-in?

Do you want to decrease your travel time and costs?

Are you looking to measurably increase and demonstrate the ROI for your change projects?



Our training ethos is to transfer our skills and knowledge to the change manager through practical application, as we firmly believe that change is more successful when you have developed a change capability and you can do it yourself. And, e-change is a natural extension of this, as its built-in learning module is designed to be applied to live projects.

We also recognise that people's attitudes to learning practices are changing. This, combined with increasing restrictions, or indeed reluctance, to travel, means that many people simply can't attend traditional 'classroom' learning. e-change meets this challenge by being available online, so that you can learn when you want to.



## e-change at a glance

### Benefits

- The most cost effective way to access a proven change management methodology
- PCI can be learned and used when you want it
- No travelling to and from workshops, saving time and money
- Increases efficiency by quickly training and mobilising remote project teams or individual contributors
- All our change learning, tools, resources and processes in one place

### Resources

- Step-by-step guide to implementing change successfully
- Online learning so you can learn about change management at your convenience
- Video overviews and guides
- Podcasts with practitioner tips and hints
- 12 powerful and downloadable change tools
- Over 20 practical implementation planning templates
- Nearly 70 user generated cases
- User generated change plans and interventions
- Editable change presentations
- 'My e-change' lets you store your files, documents and links
- E-books, reading suggestions and success stories to build your change capabilities further

## What will you be able to do after using e-change?

Whether you are an expert or non expert change practitioner, e-change will train you to implement major change initiatives in any organisation, and in any situation such as the introduction of a new ERP system, restructuring, new business processes or outsourcing.

By following the change implementation process within e-change, you will be able to:

- measure the impact organisational change has on people
- sell the case for focusing on the people side of change
- track the risks and enablers for your change initiatives
- build robust and trackable change plans
- execute a people focused plan for major change initiatives
- demonstrate a measurable ROI for all your change projects

# Our methodology

## People-Centred Implementation (PCI®)

PCI is a comprehensive change management methodology which focuses on the people aspects of organisational change and is a disciplined process for building real commitment and managing behaviour.

It helps you initiate, plan, execute and control major change initiatives and is:

- designed to accelerate and sustain change programmes
- a comprehensive and integrated set of diagnostic tools, transition management processes and change leadership skills
- a process for assessing change risk, change implementation planning and executing change
- flexible enough to work with all change initiatives and integrates with six sigma, PMI and Prince2 processes

## Managing six critical success factors

Successful change implementation must balance the organisational requirements with the local needs during the change process. PCI shows change leaders how to actively manage this balance using the six critical success factors model.



PCI makes change happen by:

- driving leadership awareness and strategic support for change initiatives
- involving people in creating and sustaining successful change
- helping people to change their behaviours to fit new ways of working
- creating solid, consistent plans for communication, training and rewards
- building internal commitment to change
- developing sustainable change leadership in the organisation
- measuring and tracking change results

To learn more download our whitepaper: [How to build effective change management capability](#)

# What is e-change?

e-change is a pioneering web-based change management toolkit which lets you learn and practically apply the PCI methodology.

We have combined all our change processes, tools, resources and education into a single online application, making PCI even more accessible.

e-change helps you learn and apply PCI, so that you can:

- follow a disciplined process for building real commitment and managing behaviour change
- manage the people side of organisational change
- work with the six Critical Success Factors for effective change implementation

## What can e-change do for me?

You can:

- significantly reduce travel time and costs
- increase efficient change practices
- manage projects virtually
- build the capacity and capability to enable your organisation to achieve change more quickly
- access it where ever and whenever you need it

“PCI® was precisely the kind of structure I was looking for on which to hang my experiences of planning, tracking and delivering change and the return on my training investment was immediate. I was therefore pleased to see that the e-change® application maintains the same learn-by-doing ethos.”

**Tony Stanway, Consultant,  
Protostar Consulting**

## What others are saying about e-change?

“Change projects and programmes is possibly the area that gives project managers the most headaches. Here is a methodology that could considerably reduce the aspirin bill!”

**Project Manager Today**

“...the return on my training investment was immediate...”

# What you get with e-change

At each stage of the project implementation process, e-change will provide you with the full support of our tools, resources and learning.

## Interactive e-change Wizard

The wizard supports your progress through the change process by linking you to e-learning, resources, tools and planning activities, helping you to:



- capture your actions on change planners of your choice
- refresh your understanding of the key concepts as you progress via e-learning
- work on any number of projects simultaneously

## e-learning

Nearly 8 hours of videos, podcasts and tests that help you become skilled at PCI, including:

- Knowledge Checks to help you learn and communicate the principles of PCI
- 'On the go' coaching tips so you can build practical recommendations for action

## Personalisation and Storage

e-change is designed to fit your working practices and meet the challenges of the modern working world by:

- letting you store all your files, documents and links in one place
- allowing customisation of the workstream and core modules to meet your specific project objectives
- enabling you to add your own internal organisational processes to the workstream
- letting you brand the user interface to fit with your corporate image

## Change tools

- 12 powerful and downloadable tools that can be sent to groups or worked on individually
- 20+ practical planning templates which help you at each stage of the implementation
- each tool is supported by coaching guidance to help you build a faultless plan

## Resources

- library containing 15 years of learning and experience
- over 60 great, user generated cases
- e-books, case studies and sample plans
- sample presentations, whitepapers and FAQs

# What you can do with e-change

## Project Initiation

Learn how to integrate people-centred actions by:

- analysing your organisational change requirements to help predict likely commitment or resistance to major change, and to pinpoint potential strengths and barriers to the success of an upcoming project
- creating and communicating messages that help people understand what change is needed and why
- analysing likely solution impacts and early risk mitigation actions for those people most affected by the change
- providing accurate assessments of potential disruption

## Project Planning

Learn how to build leadership support and develop plans that engage people in the change by:

- creating effective change leadership so that people have a clear vision, guidance and support for change
- understanding the true network of power and influence that applies to your change
- by building a plan for involvement, learning, rewards and communications for key groups
- providing accurate assessments of change readiness, leadership and engagement

## Project Execution

Learn how to build local business readiness and commitment for the change by:



- building local manager support for change before engaging them as local sponsors
- developing middle and front line-managers as local change sponsors to ensure their people adapt to the change
- creating a strong personal and local connection to build commitment
- working with local sponsors to build plans that help people sustain their performance during change
- providing an accurate assessment of line-manager readiness, local commitment development plans, and an understanding of resistance issues

## Project Control

Learn how to refine and execute your people change plans by:

- using the PCI tools to track commitment levels and behaviour changes
- updating and reporting on new people-centred project risks and making mid-course changes to implementation plans
- providing key reports based on early measures and lead indicators of implementation success

## Further Support

To support your purchase and ongoing use of e-change, we provide 2 day application workshops to help you accelerate and advance your change management skills.

For more details visit: [www.changefirst.com](http://www.changefirst.com)

## Contact Us

-  01444 450777
-  [enquiries@changefirst.com](mailto:enquiries@changefirst.com)
-  [www.changefirst.com](http://www.changefirst.com)
-  [www.twitter.com/Changefirst](http://www.twitter.com/Changefirst)
-  [www.linkedin.com/companies/changefirst](http://www.linkedin.com/companies/changefirst)

## About Changefirst

Founded in 1995, we help people and organisations implement change successfully. By using our own proven methodology, People-Centred Implementation (PCI), we help enterprises and project managers be successful in change by focusing on the effective engagement of people. Our change management experts have trained over 10,000 people in over 35 countries. Changefirst's customers include The Linde Group, Novartis, Nokia and Virgin Media. Changefirst is a registered education provider of PMI (the Project Management Institute). Our solutions are also designed to integrate with industry standard solutions including Six Sigma and Prince 2.

### **Changefirst Ltd.**

Mill House, Borde Hill Lane, Haywards Heath,  
West Sussex RH16 1XR UK  
Tel: +44 1444 450 777

### **Changefirst Australia/New Zealand**

PO Box 3042, Eltham, Victoria, Australia, 3095  
Ian Roughsedge  
Tel: +61 3 9439 1499 Email: [info@changefirst.com.au](mailto:info@changefirst.com.au)

Changefirst's PCI® and e-change® are licensed products and are protected by copyright laws.

Copyright © Changefirst Limited 2011. All rights reserved.