

# Supporting your transformation journey

Ensuring that our clients' business transformations reach their ambitions and make a lasting impact through the provision of dedicated change management services.



## Our Change Management Services

Preparing for the human side of change and putting in place effective processes, tools and techniques is crucial for success. Without proper consideration for the change impact and not being prepared to manage complex change, organisations can struggle to accelerate their transformation and achieve the desired outcomes.

We believe that good change management is key in taking you from your first thoughts and ambitions through to the realisation of the benefits you are aiming to achieve. It should not be viewed as a bolt-on or afterthought, but as a fundamental part of the success of any project, from global transformation programmes through to technology implementations or the introduction of new ways of working.

Drawing on our experience and applying our framework for effective change, we are that trusted partner who can construct the right approach for your organisation, making sure your people are at the heart of the change that you want to achieve. We are aligned to the APMG Change Management certification programme and have integrated the key aspects into our approach.

## An effective approach to change

At CBO, we think it is important to have a structured approach to help you manage change, recognising that it is a complex journey for both your organisation and your people that requires action across a number of fronts.

**Three key principles underpin our approach, enabling us to plan and implement change in a way that realises genuine business benefits:**

### 1. Focus on delivering the benefits and value

We work with you to drive real clarity on what you will achieve by delivering your vision, and exactly how you are going to achieve those outcomes. This ensures the change effort focuses on the right areas, is proportionate to the benefits and is supported by a strong sense of shared ownership and desire for action.

### 2. Change the individuals and the organisation

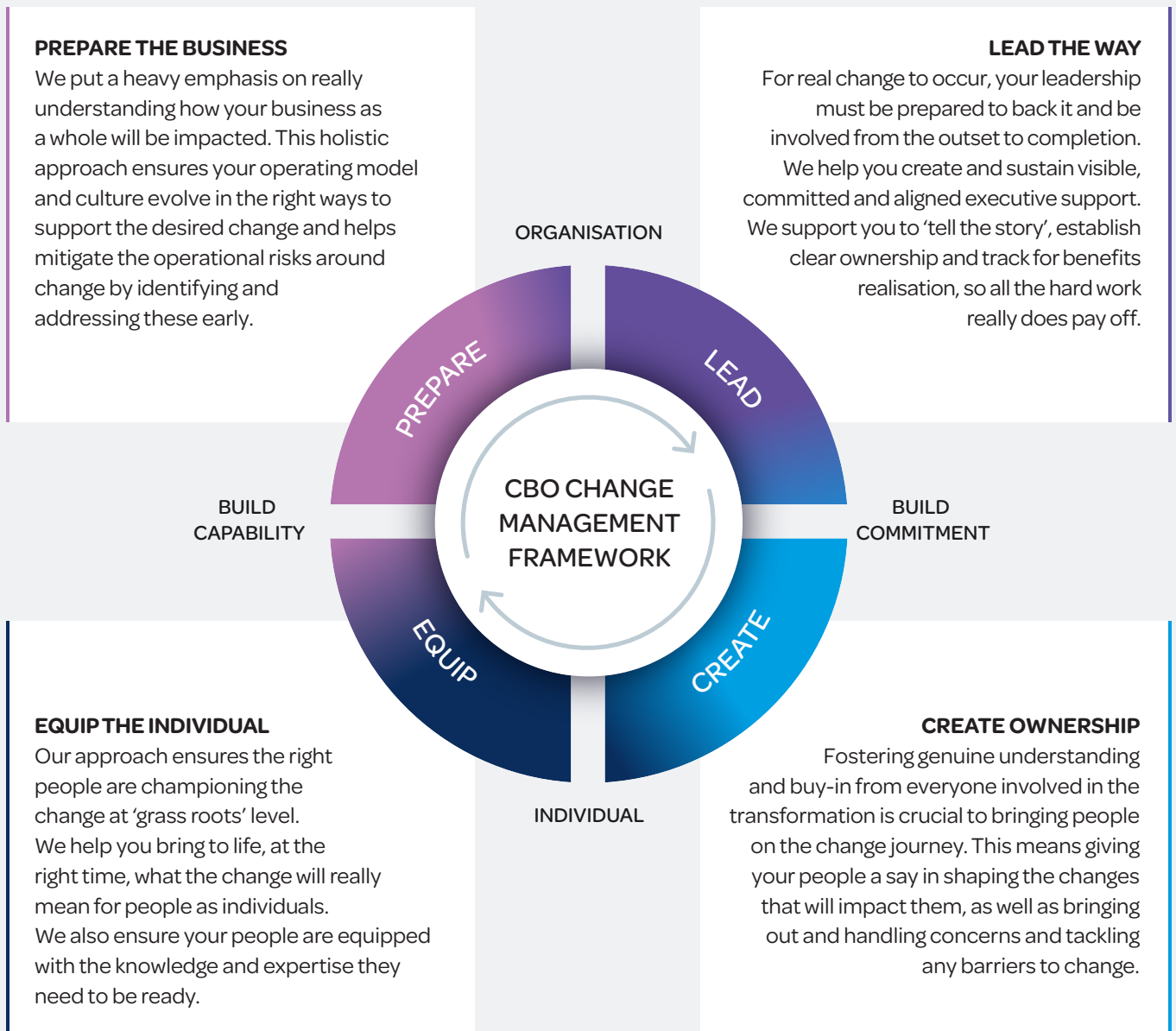
We ensure the right actions are taken to prepare your people. We help you establish that the processes, systems, culture, and other aspects of how your organisation operates all line up to help, not hinder, the changes you need.

### 3. Create commitment not just capability

We recognise that it is not enough to have people who are aware of the reasons for change and equipped for the new world. There also needs to be a genuine commitment to working in new ways, whatever the challenges. We help you take the right actions to enable your people to really embrace the changes needed.

# A simple and flexible framework for change

Our simple and practical framework makes it clear what needs to be done, and when, to ensure we help you take all the critical actions at just the right time to deliver the change successfully.



By applying this framework and the principles that underpin it to your unique situation, we help make sure you take all the critical actions at just the right time to successfully deliver the change and realise the benefits.

# Supporting all your change management service needs

If your organisation is in the process of planning a change, has a change initiative underway in need of recovery, or you require change management implementation support, we would love to discuss how we might be able to help you.

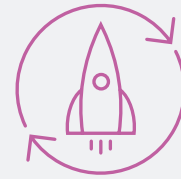
## Our dedicated change management services include:



Provision of Change Managers



Change Management Health Checks & Quality Assurance



Change Kick-off workshops

## Client Case Study

CBO worked collaboratively with the client project team to define, build and roll-out the adoption of an enhanced end-to-end process for client matter intake across the firm's global footprint. This was change on an unprecedented scale for the client in terms of approach, cultural mindset and adoption. The service provided by CBO contributed towards a smooth transition into BAU and acceptance by stakeholders, enabling the realisation of the project objectives.

“

*CBO made us realise the value of bringing in external consultants to manage important projects and to help us deliver the desired change. We were very impressed by the high quality of their people who made sure we kept the project on track and also offered a sensible neutral voice to cut through any issues.*

## Client Project Sponsor

# Talk to our experts

Chat to us today and find out how our Change Management services could help your organisation on your transformation journey.



**Dom Ash**  
07839 747369

[dominic.ash@cboprojects.com](mailto:dominic.ash@cboprojects.com)



**Kate Gibson**  
07781 465461

[kate.gibson@cboprojects.com](mailto:kate.gibson@cboprojects.com)

## About CBO

CBO is a Channel Islands-based management consultancy business that specialises in Project Management, Business Analysis, Consultancy Services, Change Management and Assurance Services. Our team has huge depth and breadth of experience in delivering successful projects and change to both Private and Public sector organisations.



## Get in touch

Want to know more about how we can help your organisation:  
[coffee@cboprojects.com](mailto:coffee@cboprojects.com)