



Profiling an organisation's departments and building end user profiles and personas within these, provides a collective "we", which is required to help employees shift to a new technology and modern ways of working. It provides a platform from which an organisation can build rapport with its personnel, by learning how they work now, what they do, who they do it to, as well as taking into account the systems and devices they use within their roles. IComm's Halcyon Change Management profiles departments and their end users by spending 30 minutes to one hour with each department head.

Halcyon Change Management understands how to maximise the success of the profiling exercise. We work hard to understand how the technology will assist individual departments, the best training for departments and how to ensure employees are excited

about the possibilities that come with the change.

This process takes into account:

Historical Changes

There is much to obtain from feedback. Asking people about past experiences with change and lessons learned, provides valuable insights into how to better manage a new change process.

This Change

The data collected from historical changes is fed back to the organisation's change sponsors so that it can be taken in to account and better managed this time around for an improved outcome. This includes but is not limited to, communication, management sponsorship and training.

Personas

Everyone works differently. This exercise determines department employee's current state,

takes into consideration any pain points and then focuses on the future state. It uncovers what parts of the new technology will benefit people the most - 'the golden nuggets.'

Devices / Systems

Based on an employee's job role, we determine the best device for them to use in conjunction with the new technology. This takes into consideration important elements such as environment, mobility, along with current and/or legacy systems.

Training Requirements

Once we have completed department profiling we put forward a recommended training package that we believe best suits each of the departments and personas we profile.