The Impact on People Through Business Transformation Programmes

Jane Proffitt MSc, AMIRMS
Proffitt from Records Management
Top 3 Worries

- **Job Security**
  - Am I going to lose my job

- **Requirement to use new technology**
  - Will I be able to use the new system
  - Will I get any training
  - What if I can’t do it

- **Major process change**
  - We’ve always done it like this
  - This new way won’t work
Most transformation programmes involve job losses – there is no point in pretending otherwise

- First hand experience
- Explore opportunities for redeployment & re-skilling
- Be positive, encourage people to learn new skills and apply for new jobs
- Express the opportunity to do so positively
- Work with HR to present opportunities
Most people reduction programmes involve new technology - EDMS implementation is no different

- Paper-light enablement – e.g. housing department
  - Scanning
  - Centralised data repositories
  - New systems, new concepts
- Recognise that people have different abilities and adapt differently to new technology
- Adapt your style
- Tailor training to individual needs. Some people will need more time than others
- Always re-visit post implementation and review - good learning for the next time
Almost inevitable that as part of the transformation, processes will change significantly. This presents cultural challenges

- Anxieties & Resistance to change
- Case Study: Outsourcing the Organisations RM function
- Mr Anxious
- Miss Resistant
- Mrs Enthusiastic
- Lack of visibility from the decision makers, including the lack of understanding from senior managers regarding the impact on their employees
Thank You

Jane Proffitt MSc, AMIRMS
Proffitt from Records Management
Proffitt_fromrecordsmanagement @sky.com