



SUCCESVOL DIGITAAL SAMENWERKEN

29 MAART 2018 // GENT



REALDOLMEN
to get there, together



Els De Stercke
Change Manager



The importance of
Change Management
during digital disruption



REALDOLMEN
to get there, together





IF YOU WANT TO
MAKE ENEMIES,
TRY TO CHANGE
SOMETHING

WOODROW WILSON



SOME PEOPLE CHANGE
WHEN THEY SEE THE LIGHT


OTHERS WHEN THEY FEEL
THE HEAT

CAROLINE SCHRÖDER

WHEN PEOPLE ARE
BEING CHANGED,
RESISTANCE IS A
NORMAL REACTION

THE KEY TO SUCCESS IS
HOW YOU DEAL WITH
THE CHANGE





For your digital transformation project,
estimate the percent of
overall results and outcomes that
depends on
employee adoption and usage

WHAT IS SUCCESS?

The background of the slide features a silhouette of two people climbing a mountain peak. One person is higher up, reaching down to assist the other. The scene is set against a sunset sky with a bright sun on the horizon and a dark ocean below.

Achieve strategic objectives
by doing the right things
right

Achieve expected ROI that
was the initial trigger for
the project

Solutions meeting
expectations and being
used efficiently

Qualitative solutions on-
time, in-scope and within-
budget



- Design
- Develop
- Deliver

Current state

Transition state

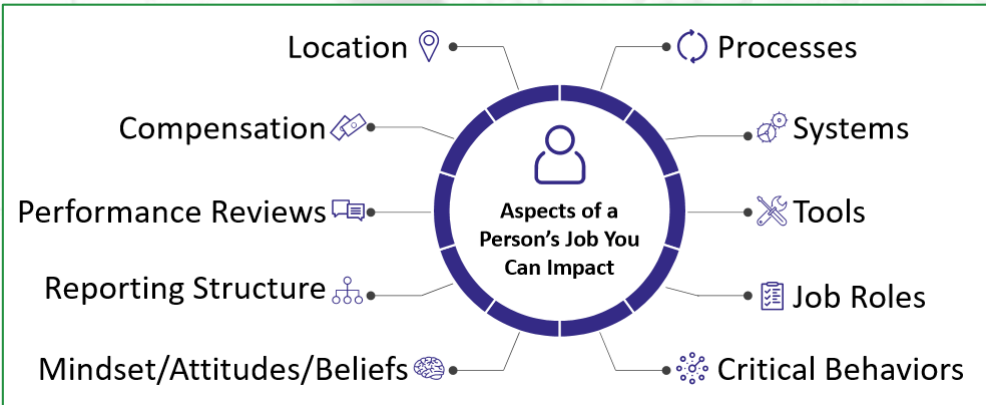
Future state

+ =

Results
Outcomes
Success



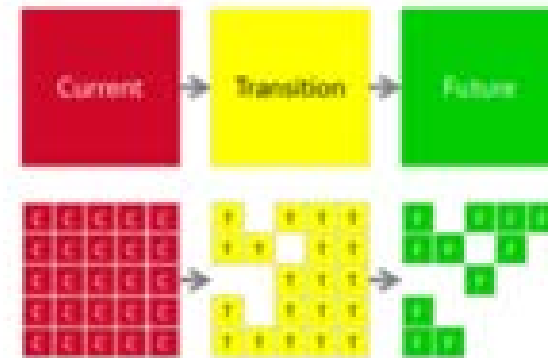
- Embrace
- Adopt
- Use



Organizations don't change; individuals do...

The achievements of an organization are the results of the combined effort of each individual.

Vince Lombardi





AWARENESS

D

K

A

R



AWARENESS

DESIRE

K

A

R



AWARENESS

DESIRE

KNOWLEDGE

A

R



AWARENESS

DESIRE

KNOWLEDGE

ABILITY

R



AWARENESS

DESIRE

KNOWLEDGE

ABILITY

REINFORCEMENT

Every person Changes at his own pace

WHAT IS CHANGE MANAGEMENT?



CHANGE MANAGEMENT is a discipline and enabling framework to manage the **people side** of change for the change to happen **faster**, more **successful** and remain **permanent**.

70

% projects fail due to lack of User Adoption

(Forrester)

23

% agile projects with dedicated CM budget

(Prosci)

44

% agile projects have a project team for the transition

(Prosci)

Sponsorship

#1 reason for failure of projects

(Prosci)

20

% managers are effective at managing resistance

(Prosci)

70

% organizations do not prepare managers and supervisors with CM skills

(Prosci)

25

% agile projects have a formal CM plan

(Prosci)

95

% projects met objectives with excellent CM program

(Prosci)



Embedding Change

The Human Side of Transition

[Envision Business Potential](#)

[IT Outsourcing](#)

[Embedding Change](#)

[Audits and roadmaps](#)

Q&A



REALDOLMEN



HQ Realdolmen Huizingen

A. Vaucampsiaan 42

B-1654 Huizingen

+32 2 801 55 55

www.realdolmen.com