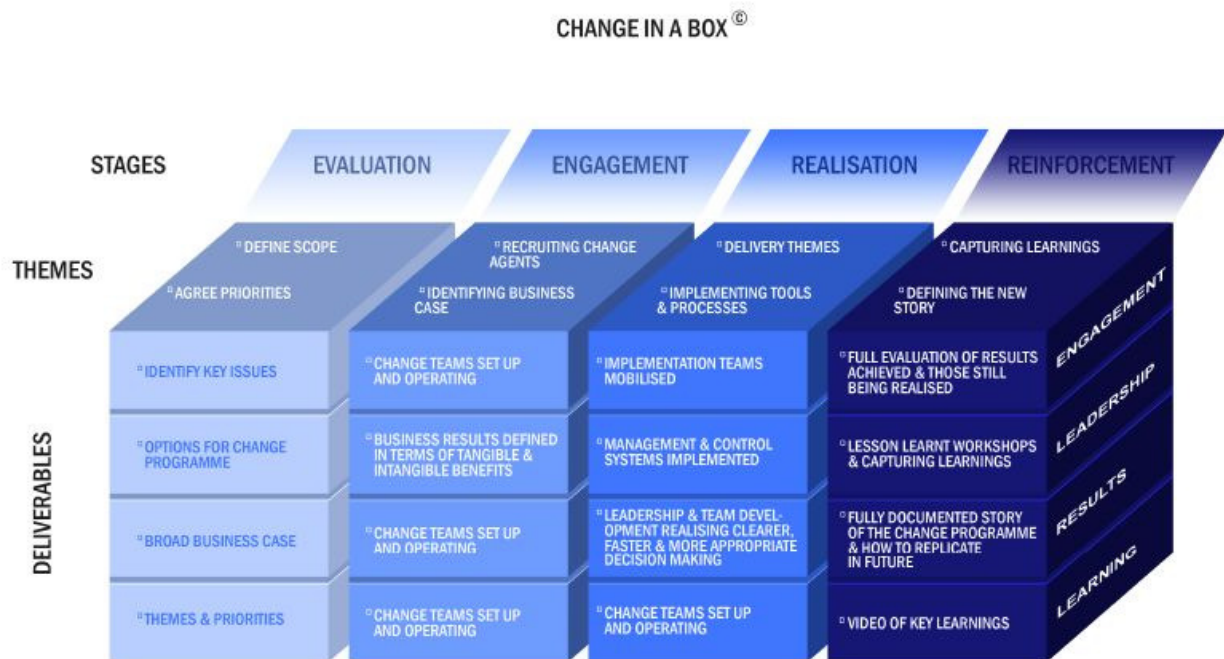




**Methodology:** *Change in a Box*  
**Delivering:** *Structured and Proven Transformation Process*

There are many paths that an organisation can take to make improvements to how they operate. At Agents2Change we have found that our four stage approach delivers consistent and sustainable results for business improvement. We call it **Change in a Box**®. It typically has four stages.



**Stage One: Evaluation**

Evaluation is the study of the current conditions, priorities and processes that are informing the way that the business operates. It is important to understand the current situation and issues rather than develop a transformation program on a set of assumptions. Therefore we usually begin a program with a two week study, involving fact finding and interviewing. This helps us to get a clear picture of what are critical issues and share them with you at the beginning of the transformation journey. Together we agree the priorities, themes and focus of the transformation program.

*“The benefit of Evaluation is that it gives a stand alone objective view of where the business is and gives tangible options on how to make improvements. It is the essential foundation for any change programme, empowering you to define your own path and choices. “*

**Our Style**

- Uniquely Personable
- Analytical and Data Driven
- Based on robust improvement theory and many years operational experience
- Sustainable and transparent process, leaving a legacy of change capability
- And according to our clients ... *‘enjoyable and fun’*

## Stage Two: Engagement

Sustainable, transformational change only occurs when you have an engaged and energized workforce to make it happen. Therefore, this stage is concerned with getting a coherent vision from the leadership team, which is supported by a high-level business case. This then forms the 'core story' of what the change program is designed to achieve and how it will impact on the daily lives of teams and individuals.

It's important to mobilize your change leaders and their teams early in the process so we will focus on equipping them with the right skills, tools and coaching support to make things happen. This is often an energetic and vibrant process lasting around 12 weeks. At the end of the process a full set of recommendations around a fully researched business case is delivered.

*“There was a lot of work to do in this stage, gathering data, facilitating workshops, presenting to the Leadership team, but the hard work helped us to develop a coherent plan of action, rather than going off in different directions.”*  
Change Champion in Global Oil & Gas Group

## Stage Three: Realising the Benefits

Over 75% of Change Programs fail to deliver their anticipated benefits. That is because change is complex, requires a high degree of investment at all levels within an organisation and tenacity to stick to the plan even through the difficult times. Its difficult to keep energies high during a transformation process, whilst still making sure that business-as-usual is happening as well. What we bring is considerable experience and insights into coping with these tensions, together with robust planning, tools and methodologies to make things happen.

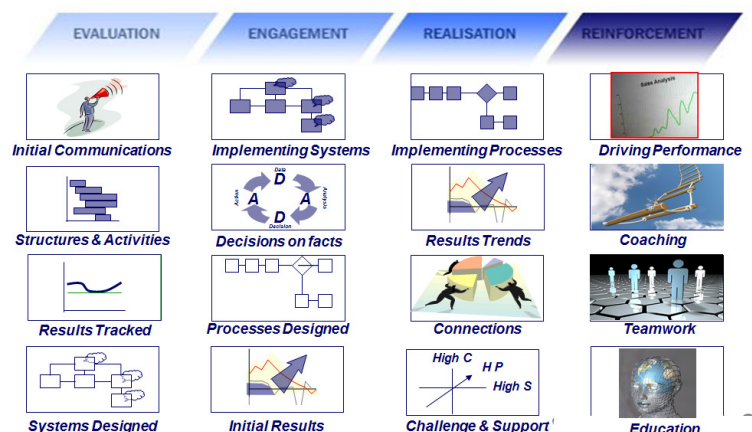
We will work alongside your delivery teams, and your leadership team to ensure that your promise is realised. Using a range of implementation skills and tools, to implement robust performance management systems, process improvements and new ways of working. Our fees are linked to your results, so it is in both our interests to succeed here. The duration of this stage will vary according to the size and scale of the transformation required.

*“If one desires a change, one must be that change before that change can take place.”*  
Gita Bellin

## Stage Four: Reinforcement

One of the reasons that change fails to stick in organisations after the initial realisation of benefits, is that people forget how they achieved the change and what they learnt along the way. Often this is the most important aspect of the change process because if you know how it is achieved you can replicate that again and again. Just think how valuable that is to your business as you face the next challenge. This stage is usually a short and focused intervention. At the end of this stage you have a fully documented personalised change methodology.

Typical Activities – per Stage



## “Business Change is our Business ....” Transforming Performance since 2006

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