

Organisations are learning what will make for a successful programme of change

Business centered case for change

- Devise a clear strategy, case for change and implementation plan
- Ensure your case for change is centered around the business i.e. financial return
- Focus on the customer and don't overly focus on back-office staff
- Determine the cost of transitioning to a virtual organisation and how this will be funded

Employee perspectives matter

- Leader/workforce alignment - ensure alignment between thoughts and opinions of decision makers and the rest of the workforce
- Consult with employees - ensure your programme of work sufficiently captures the perspectives of your employees (Employee views are an essential data source not a nice to have)
- One culture - avoid creating plans which inadvertently create an "us and them" culture between different types of employees .

Planning can be complex but worth the investment

- Coherent plan from outset - create a coherent and logical plan which maps out the multiple dependencies
- Avoid siloed workstreams - identify separate work streams but also have regular overall project check ins so you can course correct if required