

BUSINESS PROFILE

**BATSHELE
CONSULTING**



ABOUT BATSHELE

We are a change management consulting agency located in Gauteng and KwaZulu Natal South Africa.

Batshele as a company was founded in 2009 and has since evolved through the years to become a boutique Change Management consulting company. We provide services ranging from coaching in change management, providing change management insights and advice to leaders leading teams and leading change in their environments.

This has allowed us to form partnerships with specialist companies who are professional and have deep experience in their craft, providing thought leadership in their respective disciplines. These partnerships have enabled us to respond to bespoke client needs, looking for personal interaction, and special attention to their unique needs.

OUR PHILOSOPHY

Change Management has not only become a process to help organizations implement change, but has become a strategic imperative in increasing probability to succeed and in many respects, has helped differentiate organisations.

We often say that technology and processes run organizations, on the contrary, **People** run organizations, using technology and processes as enablers.

When people change how they do their work, using the correct tools and processes, ***“It’s the People that Change” and not Organizations.*** Organizations change one person at a time and as a result of people adopting changes implemented.

Our ideal customer is a medium to large organization that runs many projects. It wants specific solutions to management issues. It is web savvy but requires personal interaction with us to decide whom it wants to place its business with. It prefers to build competency within itself rather than outsourcing everything. The solutions it is looking for consists of training, consulting, coaching, advisory and the provision of tools and processes for its own management to address issues.



WE BELIEVE...

People go through change in stages and to us, it starts with:

BUILDING AWARENESS

Capture attention, Create a common reference, Present and Engage on the fact, The reasons for the change, Implications if we don't and if we do change.



CREATING SAFE SPACES FOR LEARNING

Grasping the reasoning, Placing the understanding, Relating with experience, Building self confidence, Creating a safe space to acquire new information



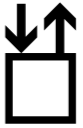
BEING INCLUSIVE AND ENCOURAGING PARTICIPATION

Co-Creation the future, Involvement in the future design, Feedback, My contribution matters, Being Heard and Understood



ACCELERATING ADOPTION

Believing in it, Owning it because I was involved in making it, Accountable to its success, Want to see it work, Reward



CEMENTING THE CHANGE

Lock in the new way and build success



ALPaC ©

A	AWARENESS OF THE NEED FOR CHANGE
D	DESIRE TO SUPPORT THE CHANGE
K	KNOWLEDGE OF HOW TO CHANGE
A	ABILITY TO DEMONSTRATE SKILLS & BEHAVIORS
R	REINFORCEMENT TO MAKE THE CHANGE STICK

What We Do.

Our Services



Enterprise Change Management
Advisory



Change Practitioner Coaching and
Support



Enterprise Program and Project Change
Management Services



Bespoke Services



01

ADVISORY

Providing strategic insights and sharing tools on the most effective way to engage your organisation in strategically managing and reporting on change, is one of the ways we help you engage on your change journey.

02

COACHING

Coaching can be separated into three layers, Executive, Team and individual coaching. We therefore acknowledge the daunting expectation when taking up new responsibilities. Providing support and walking the journey with you is part of our engagement process. Our aim is to enable anyone at any level to make inroads in the application of a set of tools, skills and processes to help you influence, facilitate change, and collaborate with



all stakeholders involved to ensure you meet yours and the organisations objectives.

03

CONSULTING

Providing you with experienced project change practitioners and experts is a sure way to help you manage changes to meet your objectives. Whether it be a change in strategy i.e. new strategy, technology change, or culture change, we will match your needs with the right skill and experience.

HOW WE APPROACH CHANGE

Following the ALPaC/ADKAR approach:

- Segment messages to the correct audience
- Detail the 5W's 1H principle
- Use teasers/ticklers to strengthen project visibility
- Create a visible system journey map

Stakeholder Management

- Stakeholder Mapping and onboarding

Change Champion & Super User

Readiness:

- Role clarity and onboarding of the system/ project/change
- Roles and Responsibilities (RACI)
- Share ADKAR approach

Roadmap

- Coalition approach with EXCO and other key stakeholders
- Collective sponsorship to increase employee engagement

Resistance plan

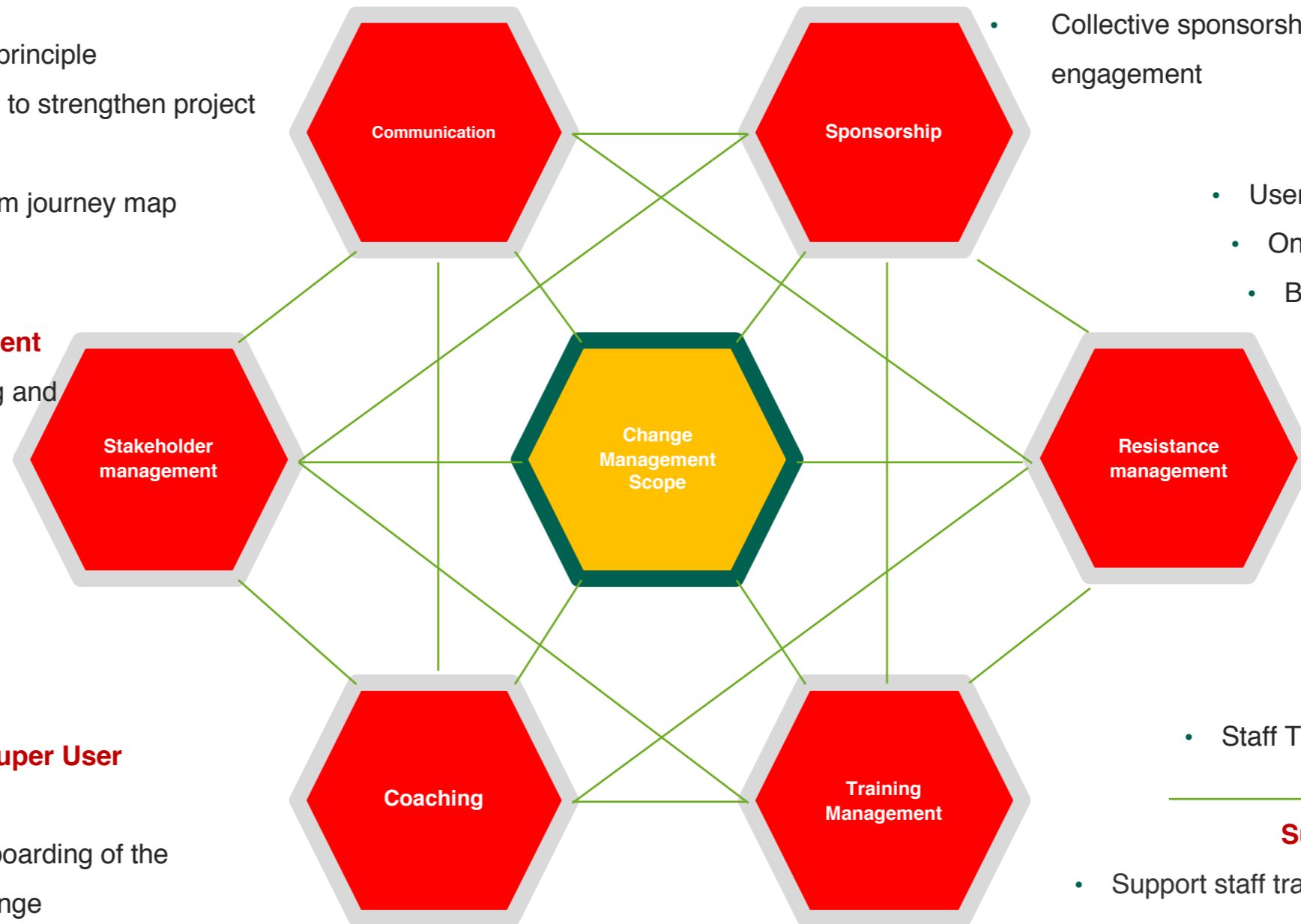
- User readiness assessment
- One-on-one engagements
- Build feedback loop in all communications

Business Training

- Staff scheduling
- Staff Training environment

Support/ IT Training

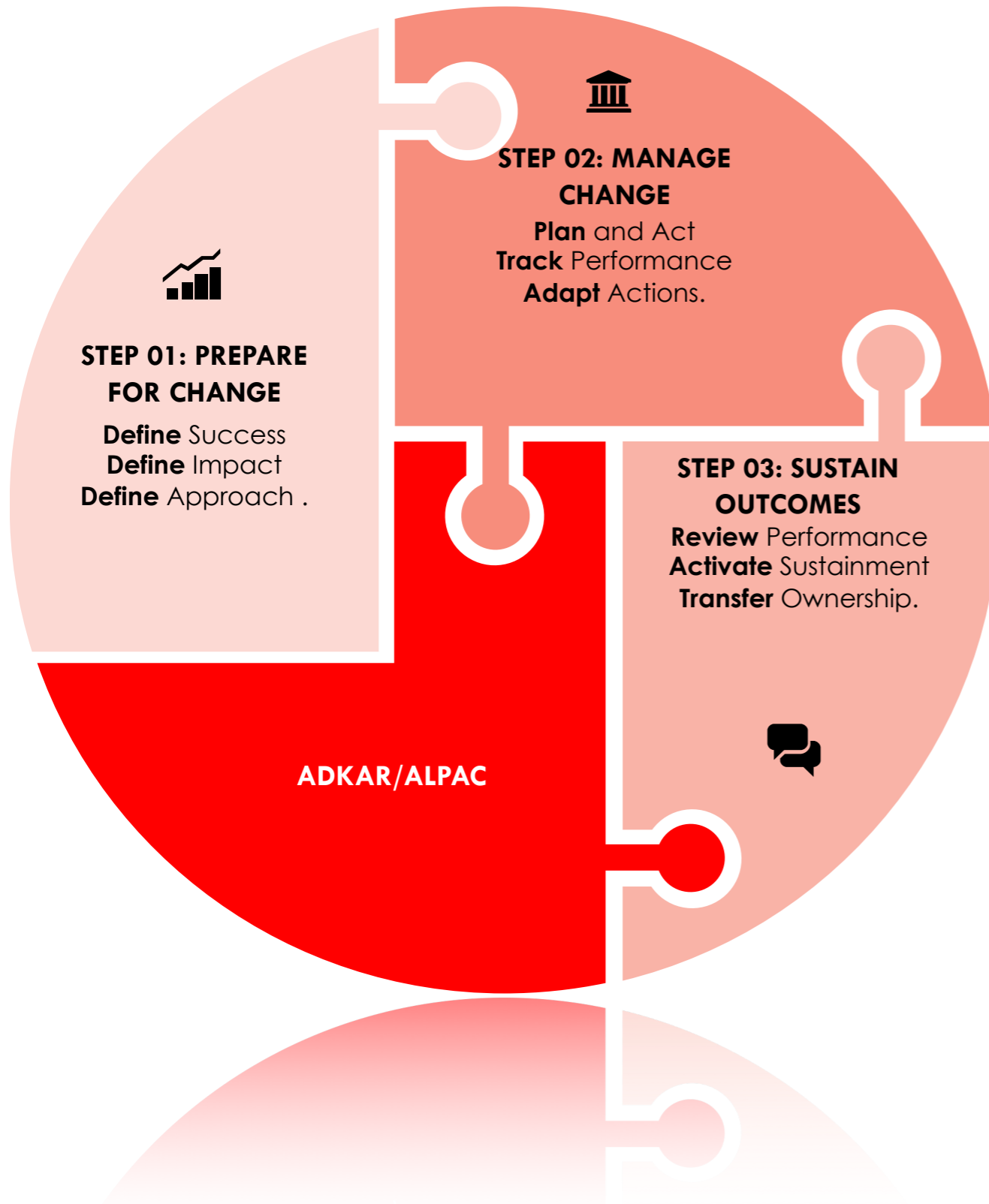
- Support staff training and readiness



METHODOLOGY

The prosci methodology informs our approach. We use a well researched methodology that is used world wide.

We use the tools and process to manage the project dimensions to monitor progress and change management activities.

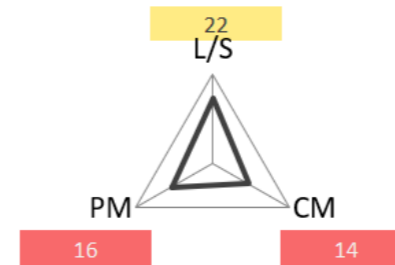


Project Analysis

Prosci PCT Assessment

Project Health

[Complete assessment](#)



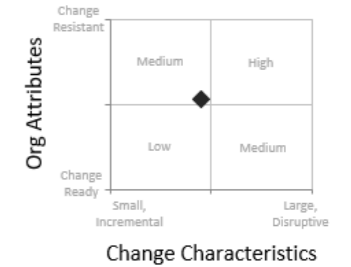
What are your project's high level objectives or deliverables?

Diffuse a new culture to support a new Operating Model and Brand

Prosci Risk Assessment Grid

Change Characteristics and Org Attributes

[Complete assessments](#)



Assessment scores and analysis

Change Characteristics:	32
Org Attributes:	37
Risk quadrant:	Medium

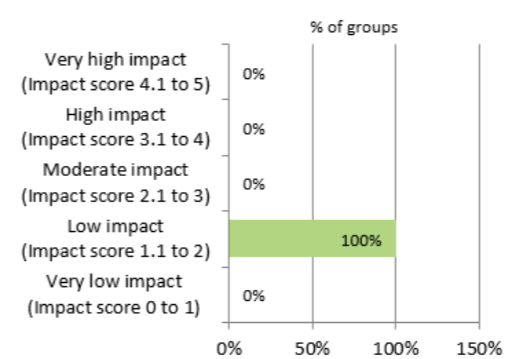
Group Analysis

Identifying Change Impact by Group

Degree of Impact vs. 10 Job Aspects

[Complete analysis](#)

Distribution of change impact scores

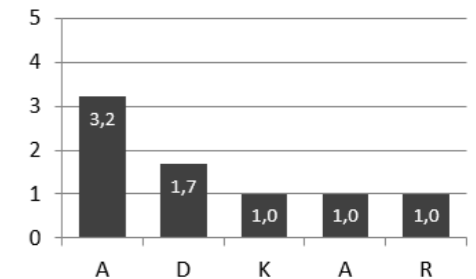


ADKAR Analyzer

Evaluating ADKAR for each impacted group

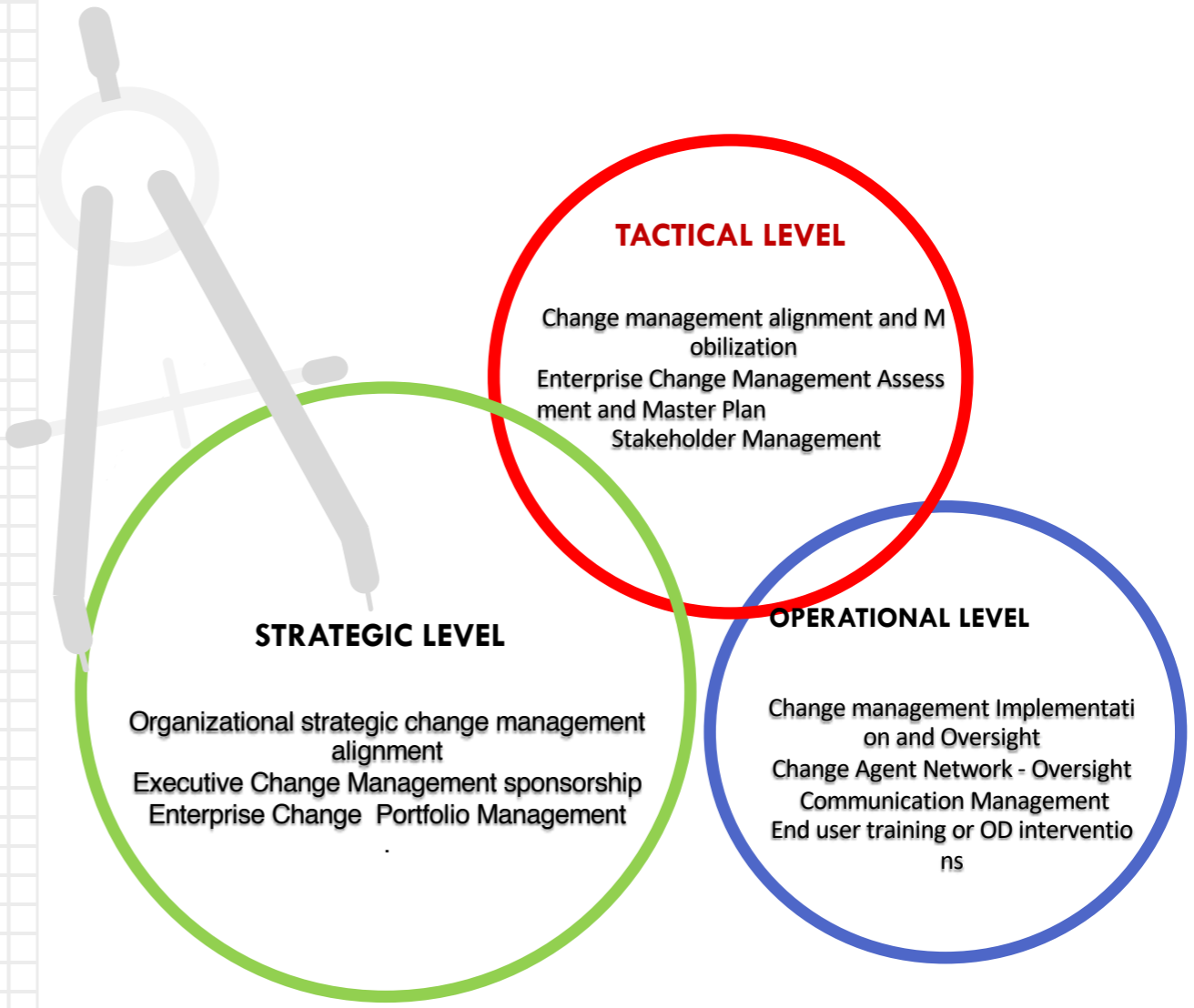
[Complete analysis](#)

Average ADKAR Scores



DELIVERY SYSTEMS

- A** CHANGE ASSESSMENTS
- B** CHANGE AGENT NETWORK
- C** CHANGE MANAGEMENT TRAINING
- D** CHANGE MASTER PLAN/S
- E** CHANGE ONBOARDING SESSIONS
- F** CHANGE JOURNEY MAP
- G** ORGANISATIONAL DEVELOPMENT



Individual Coaching

Having a professional coach on your side brings with it several benefits:

Safe space to probe and gain perspective and at the same time going through a process of unlearning to re-learn based on new insights and the willingness to gain and adopt new knowledge.

Build personal awareness about your strengths and areas for improvement

Obtaining the necessary support to improve specific professional areas that require attention.

Team Coaching

Team effectiveness and team coaching are essential as we grapple with increased uncertainty, complexity and increased pace of change. Team



effectiveness is a sure way to help teams:

1. Align better to deliver as a team
2. Have the capability to engage more productively in complex situations for the benefit of the team and the organisation

Using a Blended approach/ Model

Coaching to us is a sensitive process and therefore understanding the needs of the candidate undergoing coaching , guides us to employ the best coaching model to align with the set goals and to ensure a balance of benefits between the organisation and its people.

Areas of specialisation include: Transformation and change management, Performance management, facilitation and organisational development. We have over 18 years of management experience in delivering change management initiatives.

Our representative industry experience includes:

- Leading Change in sales force automation (Insurance)
- Leading Culture change oversight management(Insurance)
- Leading Technology Implementation (Insurance)
- Head of Change Management Department (Insurance)
- SARS-e-filing Implementation (Government)
- Leading and Project Managed – Outcomes Based Remuneration project (Banking)
- Change Management lead – ATM – Automation project (Banking)
- Change Management Lead – Identity Management Technology project (Banking)

- Cash Management Automation – (Banking/Retail/Corporate/Commercial)
- Asset Management Change lead – (Banking)
- Change Management – Relocation project – (Corporate Banking)
- Change Management - RT46 project - (Banking)Treasury and department of Transport and (3rd party Vendor)
- Enterprise change management capability building - (Gov.)
- Employee engagement survey - (Gov.)
- Team effectiveness: (Academia)
- Performance Management- Tech Project (Balance Scorecard)technology implementation: (Investment/Travel/construction/Gov)
- Culture Change, Target Operating Model, Deal funding system: Development Finance.
- Executive and Change management Practitioner Coaching and advisory (International Corporation)
- Coaching - Management team : (Multinational Corporation)



B A T S H E L E

ADVISORY, COACHING & CONSULTING

**Let's help you engage.*

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