

## spring – a time for change

Actually, it seems that it's always time for change. Whether we enter into it freely or it's forced upon us, change is a fundamental part of our lives. However, we all know that some organisations and individuals are better at dealing with change than others. Why is this?



Organisations which deal with change well, realise it is not technology or processes at the heart of change, it's their people. Moreover, they realise that whilst people can be influenced to change, ultimately, people can only change themselves.

Successful change organisations are those which know that people need practical training, tools and support so that they can understand the situation they face, identify what and why they need to change and then personally embrace change.

Much of the breakthrough work Quadrant undertakes involves transformational change. Our awareness that too many organisations do not properly address their change issues has prompted us to increase our capabilities.

Using proven and objective diagnostic tools and skilled practitioners, we can now benchmark cultural behaviour against the best change organisations out there. Only by understanding where you are can you work out how to get to where you want to be. Maybe now is the time to find out where you are?



## delivering breakthrough change

Quadrant often helps clients who realise they need to change but who are not quite sure how to. Our skills and learning brought from a wide variety of organisations and markets provide them with the breakthroughs they need.

### post office business proposition



In a dynamic UK high street, Post Office Ltd was struggling to maintain a valued role. A new management team identified a resistance to change throughout much of the inwardly focused organisation, its suppliers and its clients.

Quadrant was given the task of defining a customer facing position for the business behind which Post Office Ltd and all of its stakeholders could unite.

We defined a customer proposition, and a category management approach, around which the management team was able to successfully build a change programme.

This programme successfully placed their people and their customers at the centre of everything they did.



### britannia – changing needs



Our work with sales forces has the customer at its heart. Selling them products they need, rather than those available, is not a new idea but it's one which many sales organisations often overlook.

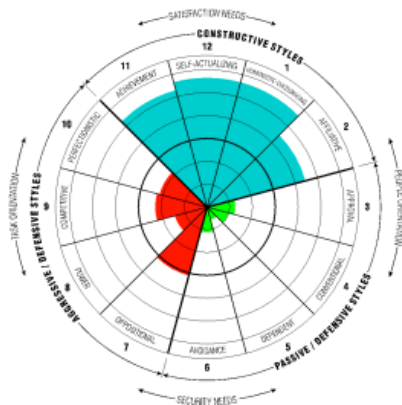
Britannia Building Society, like many Financial Services companies, was having to adapt to a new regulatory environment. Not only did it require a process for consistent, needs based selling, it also needed to understand the retail environment which had resisted previous efforts to change.

Quadrant found that branch staff didn't always feel confident in what they were being asked to do. By addressing these anxieties in the sales process and the training, Quadrant was able to help Britannia become the needs based selling organisation it wants to be.

## what's your change culture?

Diagnostic tools, such as those developed by Human Synergistics International, are invaluable in measuring the behavioural cultures of individuals and organisations against benchmarks built up over the last thirty years. Measurement is the vital first step in identifying where you are and just how far there is to go.

Such tools need skilled practitioners to get the best out of them. John Harkin and Graham Hedley are just such people. With long experience in change, John and Graham have joined with Quadrant to deliver leading edge diagnostics and change strategies.



Their approach puts people at the heart of change to enable organisations to survive and prosper.

Please contact us if you'd like to find out more about this capability.

### fancy a free change 'scholarship'?

John and Graham are offering 6 places on their Understanding Change Foundation Course.

This 1 day course will introduce you to a radically different framework for achieving change and problem solving in your business as well as improving your personal effectiveness.

The 6 places, each worth £595, will go to the first 6 people that successfully answer the question below:

- *What did Freeserve change its name to?*

Please E-mail [huw.watkins@qcl.co.uk](mailto:huw.watkins@qcl.co.uk) with your answer.

\*assuming the agreement of your employer

## new assignments and change at quadrant this month

Change happens to us too and we are pleased to announce that the New Year has brought us a number of new clients and roster places.



- providing home, retail and leisure service to the British Armed Forces and their families wherever there is a need.



- working with government departments and public bodies to produce information campaigns on issues that affect the lives of every citizen.



- a leading international multi-media directories business.



All combine a strong element of innovation, customer focus and change to deliver additional real benefits to customers. We look forward to working with them over the coming months.

If you've got a commercial or customer facing issue that needs tackling, we're ready to talk!

We are more than happy to have a no obligation, exploratory meeting as a start point. Contact William Annandale at [william.annandale@qcl.co.uk](mailto:william.annandale@qcl.co.uk) or +44(0)20 7240 7200.

delivering breakthroughs for business growth