



The Work Consultancy: Supporting people during organisational change

We worked with an organisation experiencing significant change as a result of changing external pressures. These changes were expected to lead to restructuring and potential job changes for some teams.

We were initially asked to facilitate a wellbeing event, focusing on helping impacted employees build resilience to manage the forthcoming changes. We worked extensively with our client before the event, and through our discussions it became clear that the original concept wasn't quite what was required.

Instead we proposed that, instead of a content-led 'training' workshop, we created a safe space for the impacted teams to think about what the changes meant for them and help them to co-create ways to address the challenges of the future. There would be a focus on wellbeing built into the day – and teams would be encouraged to consider working with wellbeing in mind when coming up with practical solutions.

We opened the event by delivering a short, focused training session exploring how people experience change – considering the psychology of change and its impact on behaviour, feelings and performance. We then took the theory into practice by facilitating discussions about the changes taking place across the organisation, taking the time to understand how this was impacting the people in the room and showing up in every day practice. Finally through Open Space facilitation we worked with the group to explore what they wanted to do to improve their own wellbeing during this time – and what they needed from the organisation to help them to navigate all of the changes over the forthcoming months. Actions were proposed and agreed in the room – empowering the teams to own their own experience and wellbeing. The day was delivered with minimal PowerPoint and taught content, instead focusing on creating energy and activity in the room, delivering clear accountability and an approach for following up the event.

Delegates described the facilitation as 'brilliant', 'engaging' and 'insightful'.

