

Overcoming Obstacles of Change



CASE #1

When key project team members leave

A robust professional experience includes BOTH great success stories and stories of failure in organizational change. Having the privilege to reflect with your teams on lessons learned, whether celebrating success, correcting the course, or simply shutting down a failed project, you come up with stronger insights and a change vision in your future endeavors.

Can you imagine change initiatives in organizations without facing obstacles and risks? It is unrealistic to not consider the constant presence of “showstoppers” in projects driving change. You learn to anticipate problems and plan ahead to mitigate them. Here’s one of many stories from the archives of Kamaleidos Change Solutions.



THE SITUATION

In the middle of a system implementation for a global initiative, the project team I was supporting suddenly had the sensitive departure of two key team members. They were experts in the legacy system and the new system to be implemented. This was a blow to the project putting at risk the Go Live date.



INNOVATION & COLLABORATION

Supporting the proper transition while ensuring the project got back on track, a contingency plan was put in place. We captured the extensive expert technical knowledge that these team members had with a series of audio and screen recording videos using an e-learning authoring tool.



THE SOLUTION

The baseline videos capturing key processes, system functions, users’ settings, tasks, and reports, allowed me to coach the new project members to create the quality and variety of learning assets needed to support all key stakeholders and the project timelines.

