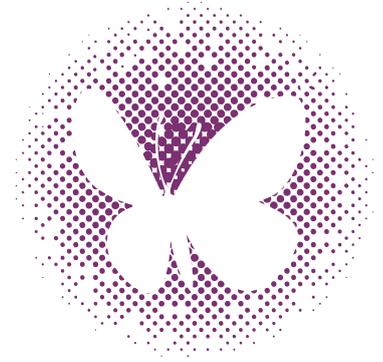


# Client Case Study:



## The Cultural Change Practitioners Tool Kit

The Cultural Change Company was invited by the Financial Conduct Authority (FCA) to provide a training programme (The Cultural Change Practitioners Tool kit) that was action orientated towards Business Change Practice.

The participants involved a team of experienced business change professionals who were responsible for designing and managing change interventions that will help support their business colleagues prepare, adapt and embed new ways of working inclusive of cultural change.

Specifically the objectives were to broaden the teams skills and knowledge of cultural change by being able to leverage frameworks and methodologies that are used to support the design and planning elements of cultural change. Also to enable the change leaders to learn new techniques and add to their existing change management toolkit.

One of the participants when reflecting on the course post-delivery said:

*"From the outset, David worked with us to develop and tailor an introductory course to Cultural Change. We had some clear training needs and objectives that were met through the delivery of a 6-module course. The sessions were well organised, and the content was rich, a fine balance between theory, frameworks, and the practical application of these. David created a safe and open space to explore and discuss different scenarios, which supported our learning outcomes. The sessions were thought-provoking and has enabled us to come away with new ideas on how to leverage the new tools and techniques and embed them into our own approaches and ways of working – would highly recommend!"*

Fundamentally the main aim of the course was to experience an end to end holistic approach that explored the elements listed below to successfully design, deliver and embed cultural change:

- Thinking about organisational culture
- Planning for cultural change
- Preparing others to lead cultural change
- How to diagnose cultural fault lines
- Appreciating the impact that organisational culture has on strategic outcomes
- Designing cultural change interventions
- Building the case for change
- Working with methods of analysing cultural change in process
- Leading cultural change
- Marketing of cultural change