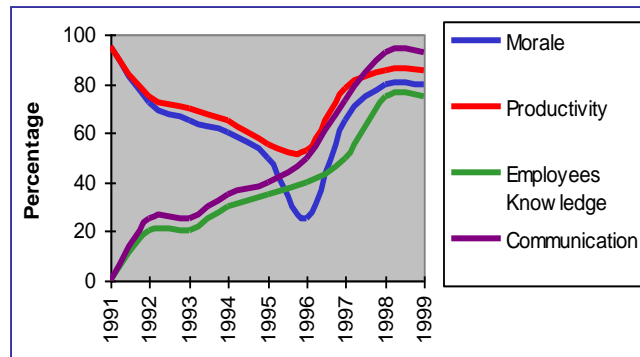


Client Projects

- **Change Management consultation during an Organizational Refinement** implementation for Southern California Edison's IT Department. Principle activities incorporated ADKAR and Kotter Change Management Methodology including creating a climate for change, engaging and enabling the whole organization, and implementing and sustaining transformation for 1,137 users spread across 7 departments.
- **Change Management consultation during an accelerated eight-month SAP R/3 implementation** for Southern California Edison's new affiliate, Edison O&M Services. Principle activities incorporated change management and standard ERP implementation methodologies including leadership development, organizational impact analysis, communications planning, and training design and delivery for 400 users spread across 9 different locations.
- **Training & Development consultation for PacifiCare's Member Services Department.** Principle activities included leadership counsel, process improvement for training operations, established training center of competency, resource management/staffing, standardized training procedure.
- **Change Management & Training consultation for Guam Power Authority,** a government-owned utility, for the implementation of a JDEdwards Work Management System implementation. Principle activities included leadership counsel, communications, training analysis, end-user training approach, procedures and documentation.
- **Organizational Culture Change program for Southern California Edison** during deregulation and divestiture activities. Results of program produced in the increase of communication by 40% and productivity by 30%. The success of this program was aired on CBS Sunday news.
- **Training & Development for University of California, Fullerton, Mt. San Jacinto College and University of California, Riverside.** Principle activities included end-user training approach, custom training and development programs.
- **Change Management & Training consultation for the Enterprise Architecture Services Endeavor (EASE)** implementation for Southern California Edison's IT Department. Enabling support personnel on major areas of technology changes through project management, stakeholder engagement, communications, leadership counsel, knowledge transition plans, competency-based training and education, and team building.



Life Esteem Consulting

Change Management

Dr. Cathy Chargualaf
(626) 893-0340

Organizational and Individual Change Management Services
Learn and apply practical tools and techniques to manage the people side of change, to achieve the your individual and/or business outcomes.



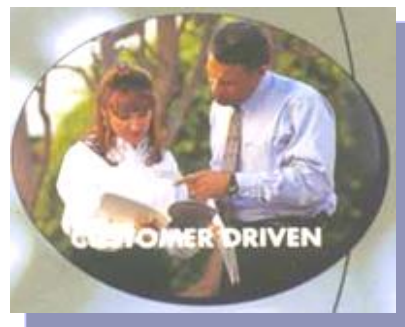
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What is Change Management?

Effective change management cannot be viewed as a “magic wand” – effective change management must match the change and impact it has on the people affected by the change.

While some in your organization might view change management as “just communication” or “just training”, research has shown that change management is most effective when it is a holistic set of tools aimed at supporting individuals through changes on how they do their jobs.

Consider that when a group undergoes a change, it is not the organization that changes, but rather the behaviors of individuals. The collective behavior is what produces different outcomes for the organization. This basic principle of organizational change, is the connection between individual change management and organizational change management.



- ✓ *Customer Driven*
- ✓ *Research-Based Methodology*
- ✓ *Holistic Approach*
- ✓ *Return on Investment (ROI) of Change Management*
- ✓ *Experienced Professionals*

Why Choose Us

Understanding how to achieve change at an individual level, therefore, is essential to achieving the objectives of any large-scale change. Organizational change management and individual change management must be used together to manage change successfully. Our Change methodology provides the necessary building blocks for preparing, managing, and reinforcing change. An in-depth understanding of your needs and goals is fundamental to how we work with you.

Organizational Change Management Elements

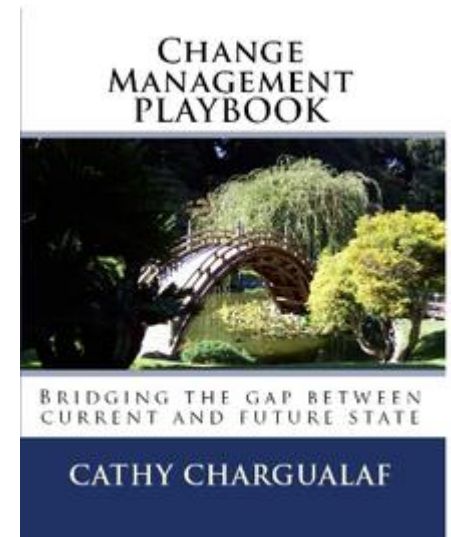
- Change Management Strategy/Plan
- Communications
- Sponsorship
- Employee Involvement
- Training and Education
- Resistance Management
- Coaching for Managers/Supervisors
- Rewards and Recognition
- Corrective Action Plans

Individual Change Management Elements

- Awareness of the need for change
- Desire to support and participate in the change
- Knowledge of how to change
- Ability to implement the change
- Reinforcement to sustain the change

Change does not result by merely completing these elements. Our goal, and what we can subsequently measure, are the outcomes of organizational and individual change activities.

Our Change model is the link between individual performance, organizational change management, and business results.



Change Management is depend on the amount of change and how individuals are impacted.



To learn more contact us
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