

## **Benchmarking Roundtable 3-day Bootcamp**

### **Topic: Organizational Change Management**

#### **Background & Rationale:**

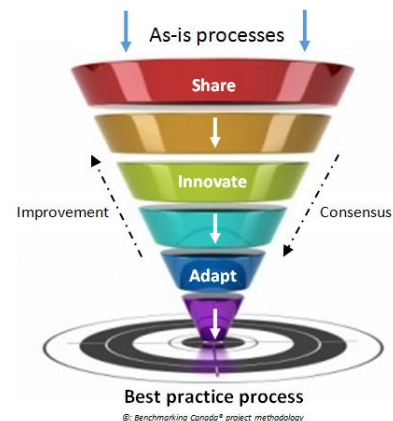
Change is inevitable. It can be driven by technology implementation, customer needs, service delivery, new product or service, restructuring, mergers, acquisitions, growth, globalization, competition, regulations, strategic shift and a host of other factors. Change impacts the organizational people, processes, technology and the workplace. And change is a moving target! Is your organization in the midst of a change initiative? Does change management conjure resistance? Do the stakeholders understand OCM and are aware of the benefits? Is the OCM process documented? Does OCM process have a clear line of sight to the organizational strategy? Is there a structured OCM audit regime? What are your OCM challenges? How to you measure OCM return on investment (benefits realization)?

Join the *Organizational Change Management (OCM) Benchmarking Roundtable* bootcamp and learn how to make change sustainable, manage resistance and retain effective executive support.

#### **Objectives & Methodology:**

Benchmarking Roundtable bootcamp objective is to facilitate a diverse sector benchmarking workshop for achieving breakthrough improvement, with minimal resources and cost.

Bootcamp follows the Benchmarking Canada™ methodology (shown on the right) which is based upon an outside-in perspective for co-creation. It nurtures innovative and out-of-the-box thinking designed for achieving practical, quick and readily adaptable solutions.



#### **Specifics:**

- 4-6 non-competing, diverse organizations or single entity business units and/or divisions
- Roundtable focuses on a single topic taken from the suggested list of benchmarking areas
- Participants sign the benchmarking confidentiality agreement
- Each organization nominates up to 5 employees to attend, including a member of the executive management team (Benchmarking Sponsor)

#### **3-day Bootcamp Outline:**

##### Day 1:

- Module I: definitions, introductions, rationale, research
- Group Exercise A
- Module II: process sharing
- Group Exercise B

Day 2:

- Module II – continued: process sharing
- Group Exercise C
- Module II – continued: process sharing
- Group Exercise D

Day 3:

- Module III; best practice process development overview
- Organizational presentations on group exercise outcomes
- Best practice development
- Module IV; performance improvement
- Module V; metric benchmarking
- Next steps

**Bootcamp pre-work & post-work:**

- 1-hour preparatory brief with each participating organization, day before the bootcamp
- 1-hour debrief session with each participating organization, day after the bootcamp

**Takeaways:**

- Develop an understanding of tactical and strategic perspectives for sustained improvement
- Learn about international standards, current research and benchmarking best practices
- Learn from the experience of other organizations in different business verticals
- Identify best practices and collaborate in developing innovative approaches
- Understand how other organizations are tackling similar challenges
- Leave the bootcamp equipped with the best-of-the-best process
- Recognize improvement potential and performance gaps
- Co-create via collaboration, sharing and innovation

**Schedule & Venue:**

- 3 consecutive days 8am-5pm
- Morning & afternoon tea/coffee breaks, 15-minutes each
- Mid-day lunch break, 1-hour
- Venue to be advised at time of registration

**Fees & Registration:**

- Customized quote will be provided to each organization
- For multiple topics discounts will be applied
- Full fee is payable at time of registration
- Cancellations under exceptional circumstances only, on case-by-case basis

**Facilitation & Project Management:**

- Benchmarking Canada™ Roundtable methodology was developed by Zillay A. Nawab, President Hashtag Consulting Solutions Inc, a Toronto based firm with global clients
- Hashtag Consulting Solutions Inc services are industry and technology agnostic covering 9-areas shown in the adjoining illustration
- Benchmarking Canada™ bootcamp is facilitated and delivered by Zillay, an internationally acclaimed consultant, speaker and advisor
- Zillay is Chair and Expert Member of several Canadian ISO Mirror Committees



**Organizational Change Management**

**Benchmarking Roundtable 3-day Bootcamp Registration Form**

Thank you for your interest in participating in the benchmarking roundtable. In order for us to process your registration please provide the following information and return this form by email:

1. Registering for Single Organization (multiple business units, divisions) Roundtable Y/N?
2. Registering for Multiple Organizations Roundtable Y/N (circle as appropriate)
3. Organization Name/s: \_\_\_\_\_
4. Address: \_\_\_\_\_
5. CEO/ President: \_\_\_\_\_
6. Benchmarking Sponsor: \_\_\_\_\_
7. Preferred dates/times for an introductory call with Sponsor: \_\_\_\_\_
8. Phone: \_\_\_\_\_ Email: \_\_\_\_\_ Website \_\_\_\_\_
9. Payment modes: *Please contact for details*

I hereby confirm our organizational intent to participate in the Benchmarking Round-table 3-day Bootcamp and undertake to settle the invoice in full 7-days before start date.

Name	Signature	Organization	Designation	Date
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