# Combating Organizational Ambiguity to Achieve Successful Change

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June 7, 2022

# Introduction to Your Dedicated Team

Working with you side by side, everyday.

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Organizational Change
Management Practice Lead

Your trusted workforce transformation partner.

- **Setting the Stage**
  - Common struggles for organizations going through organizational transformation.

- **Defining Organizational Ambiguity**
  - Results of Ambiguity.

- **Mitigating Risks and Achieving Desired Change Outcomes**
  - Steps and initiatives to combat organizational ambiguity.

- **Achieving 'Benefits Realization'**
  - Adopting technology and processes.
  - Developing a plan.

# Agenda

Transform with us.

# Setting the Stage

# What's Happening?

Many organizations **struggle to realize** ROI from their change initiatives.

**Siloed business units**

**Over-specialized systems**

**Ambiguous processes**

These can hamper adoption for enterprise-wide change initiatives, resulting in change resistance and failed transformations.

The Workforce Transformation Partner you can trust

# Defining Ambiguity

# Organizational Ambiguity

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am·bi·gu·i·ty | \ ˌam-bə-ˈgyü-ə-tē  \

### Definition of *ambiguity*

Capable of being understood in two or more possible senses or ways.

**Different people** and business units **have different strategies** and processes, creating the potential for confusion and inaction.

# Ambiguity Can Result In...

**Duplication**
of efforts

**Misalignment**
between business units

**Loss**
of ROI

**Resistance**
to change

# Mitigating Risks and Achieving Outcomes

# How Can Organizations Overcome the Risks of Ambiguity?

To achieve their desired change outcomes?

**Set goals** and build momentum.

**Build a culture** of resilience and change readiness.

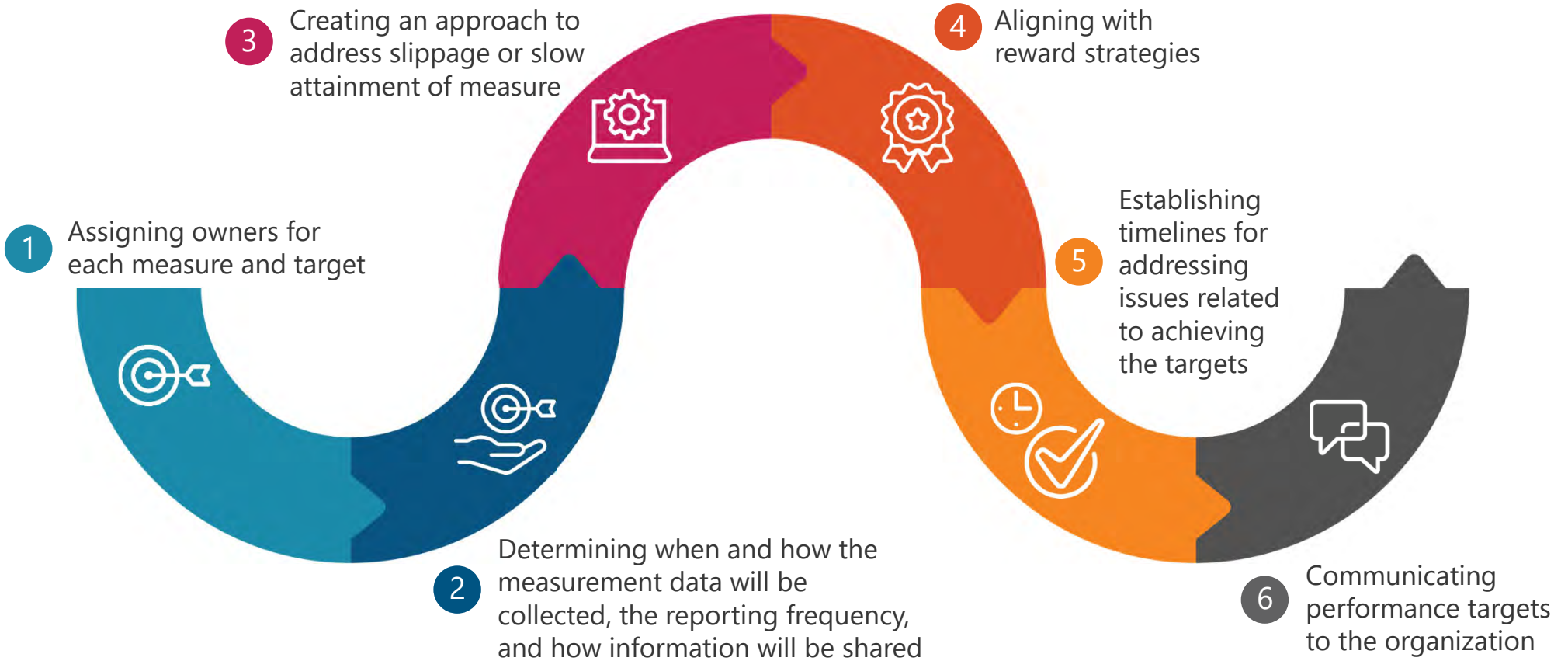**Ask** difficult questions.

**Ensure** executive sponsorship alignment.

**Address** change resistance.

# Benefits Realization

# Adoption is key to successful change.

# Develop a Plan that Includes:

**1** Assigning owners for each measure and target

**2** Determining when and how the measurement data will be collected, the reporting frequency, and how information will be shared

**3** Creating an approach to address slippage or slow attainment of measure

**4** Aligning with reward strategies

**5** Establishing timelines for addressing issues related to achieving the targets

**6** Communicating performance targets to the organization

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Let's work together.

# Contact Us

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# Thank You!

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