



**ESTABLISHING A TRANSFORMATION
TEAM, EQUIPPED AND READY TO
LEAD THE CHANGE**

WE HELP LEADERS NAVIGATE CHANGE AND MINIMISE COMPLEXITY

NEED

Oxfordshire County Council team members all had considerable experience in the area of Adult Social Care and also in public sector environments. They needed to build a team quickly that could transform the culture of the organisation; facilitating a shift in understanding the Social Workers as the expert Advisors in care to the actual Service User being the expert in what they needed for their care.

SOLUTION

Chameleon Works provided onsite coaching support and incorporated business psychology techniques into their established internal processes. Leaders were trained in Change Management and supported in building a resilient Transformation Team with a strong communication plan.

BENEFIT

Our Organisational Change Experts were on site regularly to coach leaders, supporting the team in designing the change process and delivering key targets for the team. This meant support was there when they needed it most and the team formed quickly. Feedback became part of the culture and all team members gained development through the process.

FEEDBACK

"Support from Chameleon Works was invaluable in supporting and developing the change team to deliver a major transformation programme for the Council. Providing the structure that enabled people to be clear on their roles and responsibilities helped the team really step up several gears very quickly"

WORK COMPLETED

Oxfordshire County Council's self directed support service gives people choice and control over the support that they need to go about their daily lives. The programme supports adults across the county to live more independent lives. Initiated by the government's white paper, the programme of change supported the 'Transformation of Adult Social Care' department to deliver change despite tight cutbacks and budget constraints.

For many in the team, the "transition" role was added to their day job and many of the forming team members had to adapt quickly to ensure minimum impact on the service users.

Chameleon Works established a Transformation Team equipped to manage resistance and change. Each team member had clear terms of reference and Personal Development Plans as part of the team.

Four key services were provided by Chameleon Works:

1. Design and delivery of quarterly team Away Days
2. Facilitation of service user and senior management workshops to engage people in change
3. Individual coaching to people leading the change
4. Communication Strategy to engage key stakeholders and tailor messages

The on-site Team Coach was able to run carefully tailored workshops for skeptical and challenging internal audiences. Also having the regular contact with the team, they were able to observe the behaviours "in situ" that were helping (and hindering!) the change effort.

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