

ITC Change Management



Leadership, Learning, and Development for Tough Times

“Spending money on building organisation capability during a recession seems counter-intuitive. But there are sound economic reasons why you should be preparing now for the upswing, when it comes.”

Peter Webb, Principal Consultant, ITC

Yes, times will be tough in the short to medium term. But savvy companies and even government agencies can benefit from historically unusual opportunities and emerge from recession stronger than before. Here are 5 suggestions of unconventional wisdom in a downturn:

Spend Strategically

Cutting back too much on operational spending in the short term can leave you short-changed for long term strategic programs. Try to set aside a specific amount to fund strategic initiatives - and don't touch it!

Manage Stress

The knee-jerk reaction to an economic downturn is to work longer and harder. But this can hurt more than help. It's more productive to look for “four-way wins” - ways of working that benefit work, home, community, and self (mind, body, and spirit) all at once.

Enhance Skills

When times are tough professional development is usually considered a luxury. But when work slows down that's precisely when you have the time to invest in yourself. Your clients need to understand this too.

Share Leadership

The heat of the crisis is the best time to ask for ideas, challenge the status quo, increase collaboration. Downturns are no time to tighten control. Be inspirational, spontaneous, and innovative - pass the ball!

Sustain Value

Tough economic times often prompt a rash of discounting on products and services. But if you reduce prices purely to boost sales, customers may begin to question your value. It's best to take a more nuanced approach to pricing.

Who're You Going to Call?

“ITC is an Australian, Sydney-based Change Management and Organisation Development consultancy working with corporate and government organisations to enhance leadership, learning, and development outcomes.”

Methodology

ITC applies evidence-based organisational psychology methods such as structured interview and survey data collection (using appropriately translated instruments) to establish the background and situational dynamics of the client. ITC then designs and delivers programs with a culturally appropriate mix of business related content and experiential needs of the client and stakeholders.

Consultation Process

Key features of ITC's consultation process are:

- Meeting with the project sponsors to scope the project objectives, contentious issues, barriers for success and identifying the stakeholders.
- Working with nominated stakeholders to establish criteria for the service delivery, looking for clear and ethical agreement from all stakeholders on the proposed methodology and time frame.
- Establishment of “virtuous feedback loops” whereby data from Individual structured interviews and organisational assessment tools is fed back to the program sponsors.
- Regular discussion of program design and outcomes with senior management, and accommodating changes in business imperatives.
- Vigorous, respectful and candid conversations, with clear boundaries of confidentiality, and defined accountabilities for each participant in the consulting agreement.

“ITC's methodology for bringing about change in organisations combines business related content, experiential learning processes and specific skills training to uncover and challenge people's implicit assumptions.”

- ITC abides by the APS (Australian Psychological Society) code of professional conduct.

Appropriate Personnel

ITC's capacity is provided by a consortium of eight consultants covering the following skills areas:

Team KSA's (Knowledge, Skills, and Abilities), Corporate Social Responsibility and Sustainability, Leadership Development, Executive Coaching, Coach Training, Ethical Frameworks, Change Management and Organisation Development.

ITC can access additional consultants via an extensive professional network to meet any surges in demand.



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