Change Management
Changing the work environment is one of the most impactful investments a company can make to enhance its organizational, employee, and facility performance. The work environment can inspire enthusiasm or dread, focus or distraction, collaboration or isolation.

At Haworth, our goal is to deliver inspiring spaces that enrich the lives of your people and business. By listening and collaborating with you—our customer—we aim to deliver work environments that align with your organization’s vision. It’s natural that supporting the people engaged in the process is a key part of the work we do.

Change management is the systematic approach that guides how we prepare and support individuals to successfully adopt change, leading to organizational success and outcomes.

The Importance of Managing Change
Companies that effectively manage change are shown to consistently outperform their competitors. Why? Effective change requires a structured approach, with leaders who understand the process and proactively communicate with the people engaged in change.

- **Systematic**
  Guides actionable steps from assessment to reinforcement
- **Perceptive**
  Gets to the heart of underlying issues
- **Inclusive**
  Creates shared understanding throughout the organization

Space has a powerful effect on the human psyche.
Effective Change Management

• **Strategic Leadership.** Leaders must set an example and convey a business strategy to which employees can contribute.

• **Mobilize Middle Management.** Managers deserve a participative voice in developing the strategy early in the process. Shifting management from a “need-to-know” basis to fostering organizational alignment with strategy.

• **Change Champion Team.** A cross-functional team empowered to lead and secure the resources to be successful (time, dollars, and employee engagement).

• **Employee Participatory Roadmap.** An orchestrated change activity and communications plan that engages frontline perspectives and inspires alignment with the business strategy.

Change Management and Your Work Environment

An effective workplace should serve as a tool that enables the human behaviors desired for your organization to be successful. When work environments align with organizational goals, processes, and strategies, people are more engaged—and meaningful work happens. When people are aware of the purpose of their space and the connection between their environment and the culture of the organization, effective, continuous evolution is possible.

“People don’t resist change, they resist being changed.”

– Peter Senge, MIT, author of *The Fifth Discipline*
Haworth offers a collection of services to support you and your team through a work environment change.

**Comprehensive Change Management Advisory Services**

Communicating change involves a clear, comprehensive plan focused on the timely delivery of messages. Haworth offers services that can help you develop and manage a complete change communication plan, including:

- Leadership and stakeholder interviews
- Business performance metric and success factors
- Aligning business goals with process and place
- Leveraging middle management to enable success
- Change champion team training and coaching for leadership
- Planning to engage and mobilize the organization
- Post-move evaluation

**Change Workshop**

A change workshop leads participants in the development of a customized change communication plan that can be implemented throughout the organization. A systematic process begins with a discussion of the reasons why change has such a significant impact on people.

The group explores dynamics of change in relation to organizational culture, processes, teams, and individuals.

**Exercises include:**

- Project Analysis
- Business Drivers
- Building Consensus
- Forming a Coalition
- Current and Future State
- Stakeholder Analysis
- Sharing Leading Practices

Find out how Haworth can help align your workplace with your business objectives, and increase the effectiveness of your work environment change.

Contact your local Haworth representative today.