



# CREATING ORGANIZATIONAL READINESS

Getting a technology or compliance program ready for go-live is only half the challenge - and it's generally the easy half. The bigger challenge is getting people ready for change, then using the changes as a springboard to future improvement.

This is what G2G3 call **Readiness** - the ability of an organization to embrace change, and adopt it to the point of acceptance, effectiveness and beyond.

G2G3 is the leading provider of communication tools, gaming solutions and simulations that propel enterprise IT and business alignment.

WHO IS G2G3?

WHY READINESS?

ONE SIZE FITS NONE

Resistance can often be the most significant barrier to successfully deploying a new system or implementing a new compliance program. But in most cases, people aren't actively opposed to changing - they just don't have the time or capacity to change. That's particularly true for organizations and individuals that are being bombarded with change and these days, who isn't? When the pace of change is too high, people apply their own priorities in deciding what to do. And more often than not, those decisions don't always align with the priorities and goals of the company. Effective change doesn't happen by accident. It requires a focused and deliberate effort. And that's where organizational readiness comes in.

Every organization faces unique challenges, which means the "right" approach to change varies from one situation to the next. Companies in different geographic regions have different cultural norms, working practices and behaviors. So do companies of different sizes or in different industries. There can even be variations within a single company, especially in large global organizations. Employees with different responsibilities also tend to react to change in different ways. Because of all these reasons and many more, off-the-shelf, generic technology-based training programs tend to be ineffective, time-consuming and expensive. In contrast, the G2G3 organizational readiness approach is entirely contextual, taking into account the unique 'fingerprint' of an organization in terms of culture, working practices, processes and key behaviors.

# G2G3 READINESS PROGRAMS

G2G3 Readiness Programs propel success by creating organizations which are ready, willing and able to change.

## READY - WITH SYSTEMS AND PROCESSES

Your systems and processes are the foundation on which your success lies. G2G3 can provide consulting to ensure that your plans support your overall organizational strategy. From Process Reviews to Usability Studies, our technology expertise will help you move forward, fast.

## WILLING - WITH COMMUNICATION

Effective communication is key to organizational readiness. Most leaders recognize this and understand that communicating early and often is critical to an effective change effort. But knowing that communication is important and doing it effectively are two entirely different things. All too often, internal communications are perceived as nothing but corporate jargon that's too easy to tune out. To rise above the noise, G2G3 will treat your project communications like a marketing campaign, creating communications that are targeted, engaging, stimulating and effective.

## ABLE - WITH CONTEXTUAL LEARNING

Many organizations tend to focus purely on technical readiness in the areas of systems and processes. However, investments in technology will not deliver positive results unless people actually change what they do. And the key to changing behavior is effective training and education. Training shouldn't be considered a one-time task to tick off a to-do list. Nor should it be purely based around the technology being implemented. Training and education is a fundamental enabler of readiness, and should be treated as such. G2G3 believes that many organizations realize significant benefit from creating a branded education program to create ongoing awareness and involvement.

G2G3 provides learning programs which are long-term, targeted and interactive. This contextual approach ensures that learning is relevant in order to improve performance. As a business-focused educational approach, it relates what needs to be learnt to the specific needs of the learner.

## READINESS = READY, WILLING AND ABLE

Whilst organizational readiness is key to effective change, it isn't the end of the race. Because in today's world, there is no finish line. Stop running and you're out. A new system or compliance program may give you an edge today, but what about tomorrow? To stay ahead, your performance should continue to evolve, improve and change. And the only way to do that is by creating a company that is ready, willing and able.

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## ABLE - SYSTEMS & PROCESSES

- Technology implementation or upgrade
- Maturity assessment - ISO/IEC 2000
- Governance/compliance
- Standards/frameworks
- Usability studies
- Process reviews
- ITIL

- Interaction
- Bigger picture
- Contribution Realization

- Speed
- Engagement
- Increased retention

## READINESS READINESS READINESS

- Participation
- Involvement
- Acceptance
- Feedback

- Pre-reads
- Simulations
- Infographics
- Contextual learning
- Job aides - QuickFlips
- Sales enablement tools

## WILLING - HEARTS & MINDS

- Videos
- Newsletters
- Engaging material
- Personalized messaging
- Branded Education Programs
- Communications campaigns

## READY - HEADS & HANDS