

Organizational and change management consulting



By focusing on the human dimensions of business transformation, CGI Federal's Organizational & Change Management Consulting team enables forward-looking organizational change, including reorganization, customer experience, talent management, skills development and HR policy improvement.

Delivering organizational change with a human-centered approach

CGI Federal supports the government by solving some of the largest, most complex change challenges. This includes technology, people and process change efforts across numerous agencies.

With a global reach-back to over 1,000 organizational and change management (O&CM) professionals, CGI offers a wide variety of support from Prosci Certified and Certified Change Management Professionals (CCMPs). Our methodology-agnostic and technology-agnostic solutions enable end-to-end change around large-scale financial and acquisition transformation.

O&CM methodology phases

- **Plan for change** by assessing the culture of an agency and understanding the impact of the changes
- **Engage the organization** by creating and implementing a change plan to build awareness and develop accountability
- **Enable people** by ensuring affected individuals have the necessary information, tools support and motivation to successfully make the change
- **Achieve success** by verifying the behavioral shifts have occurred to sustain and improve upon the change



Insights you can act on

We enable O&CM for federal agencies by:

- Solving business problems
- Improving their ability to meet business imperatives
- Assessing their current state
- Designing the path for and securing the transformation to their desired state
- Advancing strategy, core operations, business model, organization, culture and IT

Often applied to technology projects to help users realize efficiency and productivity quickly after go-live. O&CM prepares end-users for system implementations or upgrades. We address resistance and build a coalition of executive support for change. Effectively managing the human side of change can help accelerate adoption, increase engagement and improve the benefit employees realize from a change to increase return on investment and deliver projects on-time and within budget.

Three key areas of CGI's change-focused leadership



ORGANIZATIONAL DESIGN AND EFFICIENCY

- Leadership and collaboration
- Organization future state
- Reporting and metrics



CHANGE / CULTURE MANAGEMENT

- Change management activation
- Culture alignment
- Customer experience / human-centered design
- Governance
- Agile leadership and transformation



HUMAN CAPITAL CONSULTING

- Leadership and coaching
- Knowledge management and onboarding
- Skill gap and next-generation training
- Workforce transition / diversity and inclusion

Organizational design and efficiency

This area concentrates on the structure of an agency today and in the future. CGI will address leadership collaboration and development while using data to assess and manage the organization.

Change and culture management

This support prepares the workforce for new technologies, processes or other changes which impact day-to-day activities or roles. Additionally, CGI helps manage changes to an agency's culture.

Human capital consulting

CGI addresses leadership skills to improve workforce effectiveness and cross-organizational collaboration to build a more cohesive leadership coalition. CGI also focuses on knowledge management by creating processes to capture, retain and transfer knowledge. CGI identifies adult learning opportunities to close employee gaps in skill or performance as well as designs adult learning programs to modernize workforce abilities and increase the agency's diversity and inclusion mindset.

Why CGI?

CGI has the expertise of how people adapt and grow, create effective leadership and serve as the key component of how we manage change.

According to approximately 83 percent of 1,500+ executives who responded to CGI's Client Global Insights in 2018, 2019 and 2020, "cultural change and change management is the **#1 threat** to success of digital transformation."

About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments. Nearly 7,000 of our experts help the U.S. federal government achieve comprehensive, scalable and sustainable IT and business goals. We enable our clients to execute digital transformation, build the federal workforce of the future, achieve operational excellence, enhance citizen engagement and protect America's assets. As the federal government faces unprecedented challenges, we remain committed to enabling its success, using our deep understanding of clients' goals and mission-essential needs to provide consultative insights and develop solutions for maximum results.

For more information

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