10 pillars of successful people-led ERP change

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Clear purpose

Define the 'why,' establish clear change outcomes, and link them directly to the company's strategy.

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Leadership alignment

Ensure leadership and organisational alignment behind the change outcomes.

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Open dialogue

Develop a dialogue-based engagement strategy. If there's no news, explain why. Set realistic expectations and provide space for co-creation and discussions on the change's impact.

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Document processes

Document 'as is' processes at the most basic level to ensure a solid foundation for change.

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Targeted engagement

Segment the organisation into workable communities (e.g., Finance, HR) to create sensible engagement and learning journeys, avoiding overwhelming individual approaches.

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Empowering ambassadors

Build and empower a change ambassador community to drive the business forward as one, scaling the change team effectively.

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Holistic learning approach

Adopt a holistic learning approach to ensure people grasp the change's impact on them and their colleagues, even before technical training starts.

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Business readiness

Set a clear Business Readiness Assessment strategy to define key understandings at each phase and adjust based on feedback.

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Post go-live commitment

Emphasise that go-live is just the beginning. Commit to maintaining new behaviours and encourage ongoing dialogue to address issues and agree on next steps.

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Accountability & ownership

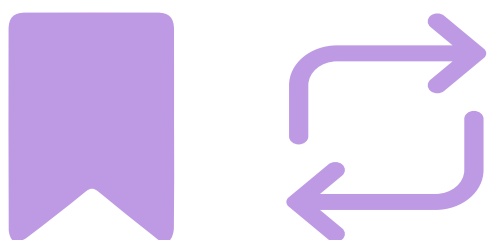Define clear accountability for who owns the new ways of working and the benefits case within the business.

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People and data-led change solutions deeply tailored to you

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