

Training and Coaching Support for Action for Children

Action for Children contracted Kaizen to deliver a change management programme for staff across their organisation. Action for Children were in the challenging process of restructuring their senior level management and Kaizen were asked to support managers to manage the change process in a more effective and efficient way.

The care packages of short-term breaks, holiday clubs and long-term placement were all impacted through this change process. Kaizen were asked to deliver change management workshops, ongoing coaching to support to all staff during the process of change and to support the staff in the development of new policy and care programmes.

KEY INTENDED INPUTS AND OUTPUTS

- To provide a forum for group supervision to staff teams
- To increase the productivity of staff during the change process
- To create consistency between AFC staff and agency staff
- To create a sense of team with all staff teams facilitating the 3 care packages
- To support staff teams to communicate more effectively during the change process
- To increase the level of support for staff teams and ensure quality of care to services is maintained

CHANGE MANAGEMENT STRATEGIES / ACTIVITIES

Kaizen's delivered in total 9 days of training workshops, bespoke to their training needs, and ongoing coaching and support over a period of two years to staff across the different regional units. Each regional unit had a 1-day training workshop to work through the change process and identify areas for action and action planning for positive change. This also included additional days for group supervision sessions for frontline staff and team building activities for all staff in the unit. Action plans were reviewed in each Unit and time was allocated to ensure staff members felt confident and empowered to make the changes needed.

IMPACT

- Improved lines of communication between staff
- Teams in each unit were working more efficiently and less silo thinking and actions
- More security and certainty within the staff teams resulting in less sickness and absences
- Reduction of low levels of conflict within staff teams and units
- Efficient management of Units, more clarity and structure, resulting in positive feedback from parents of how the management of care packages have improved