



CONFI
CONSULTANCY LTD
INTEGRITY DRIVEN SOLUTIONS

BUSINESS CHANGE & COMMUNICATIONS MANAGEMENT SERVICE OVERVIEW

Embedding change leadership to secure adoption, alignment and delivery outcomes in complex environments.



CORE DELIVERY CAPABILITIES

- Designing and leading business change and communications strategies aligned to programme objectives.
- Leading stakeholder engagement across governance levels to support delivery decisions and outcomes.
- User impact assessment, audience mapping and persona-based communication planning.
- Shaping clear change narratives to support delivery decisions, adoption and confidence.
- Delivery of behavioural and cultural change initiatives to support transformation outcomes.
- Change readiness assessments and adoption planning for service and process change.
- Supporting business process alignment to enable adoption of target operating models.

WHAT CLIENTS ACHIEVE WITH BUSINESS CHANGE & COMMUNICATIONS MANAGEMENT

- Stakeholders aligned to delivery objectives, priorities and decision pathways.
- Accelerated adoption of new services, processes and operating models.
- Reduced delivery friction and improved readiness for service and process change.
- Increased sponsor and leadership confidence through clear, timely and trusted change insight.
- Improved service experience during and after change implementation.
- Stronger alignment between delivery, operational and leadership teams.
- Sustainable change capability built within internal teams.

BUSINESS CHANGE & COMMUNICATIONS MANAGEMENT DELIVERY APPROACH

We integrate structured change and communications activity into delivery to maintain alignment, protect momentum and enable sustained adoption.

Our approach includes:

- Assessing change impact, delivery risk and stakeholder readiness.
- Defining engagement and communication strategies aligned to programme milestones.
- Developing clear narrative, messaging and engagement assets aligned to delivery intent.
- Coordinating change activity across delivery teams, sponsors and business functions to prevent misalignment.
- Enabling leaders and managers to communicate decisions with clarity, authority and confidence.

MOBILISATION & GOVERNANCE SETUP

Effective change delivery begins with structured mobilisation, governance alignment and clear decision ownership.

Our mobilisation includes:

- Confirming change scope, objectives and key stakeholder groups impacting delivery.
- Establishing engagement forums and communication governance aligned to programme leadership structures.
- Aligning narrative, messaging and engagement cadence with programme governance.
- Defining feedback and escalation routes for emerging resistance, risk or delivery impact.
- Preparing communication artefacts, change schedules and engagement plans required to support delivery execution.

DELIVERY ASSURANCE & CONTROL

We maintain active visibility and control of change impact, ensuring communication and adoption activity directly supports delivery outcomes.

Our assurance approach includes:

- Monitoring change readiness, sentiment and adoption progress to identify emerging delivery risk.
- Challenging delivery decisions that increase resistance, adoption failure or delivery risk.
- Reporting engagement metrics, adoption risk and stakeholder concerns into programme governance and leadership forums.
- Directing corrective actions to maintain alignment, coherence and delivery credibility of change activity.
- Ensuring change activity directly supports programme objectives and benefit realisation.

CAPABILITY UPLIFT & LEADERSHIP CONTINUITY

We embed change and communications capability that sustains transformation discipline beyond our engagement.

We build capability through:

- Coaching internal leaders and managers to lead change communication with clarity, consistency and authority.
- Providing reusable toolkits, templates and communication frameworks aligned to programme governance.
- Embedding feedback, reporting and escalation mechanisms to sustain delivery-aligned change control.
- Enabling business areas to manage future change independently without loss of delivery discipline.
- Reinforcing clear communication standards and stakeholder accountability across future change.

GOVERNANCE & DECISION OWNERSHIP

We operate within programme governance to protect delivery integrity and ensure change decisions remain aligned to strategic intent.

We lead through:

- Active participation in programme steering and change governance forums.
- Shaping change narrative and surfacing impact risk to senior leadership.
- Ensuring decisions reflect stakeholder and end-user impact before delivery commitments are confirmed.
- Challenging unmanaged resistance and communication gaps that threaten delivery outcomes.
- Providing transparent, evidence-based insight to support timely executive decision-making.

WHY CONFI?

- Experienced in major public sector, defence and transformation programmes.
- Independent and delivery-focused, with clear accountability for outcomes.
- Proven in behavioural, cultural and operational change within complex delivery environments.
- Trusted to manage political sensitivity and executive communication.
- Committed to building lasting capability, not dependency.

CONTACT US

If you'd like to discuss a potential engagement or explore whether Confi is the right fit, please get in touch: businessops@conficonsultancy.co.uk

Further information is available at <http://www.conficonsultancy.co.uk>

