

Change Management – 2024 End of Year Summary

Background:

In 2024, City of Madison Human Resources (HR) Organizational Development (OD) continued year two of the organization's first change management community of practice. We sustained collaboration with the 2023 cohort of staff to tackle pressing organizational challenges while adding new staff from two agencies. Together, we are improving our personal and organizational skills in the application of PROSCI's change management methodologies. Agencies with Prosci trained staff and their major project(s) included:



1. **Civil Rights:** Racial Equity and Social Justice Initiative, Neighborhood Resource Teams, Affirmative Action review and approval process
2. **Common Council:** Alder onboarding, Board/Committee/Commission reorganization
3. **NEW! Fleet:** Organizational culture
4. **Human Resources:** Results Madison, Human Resources Management System, onboarding
5. **Information Technology:** Microsoft 365 implementation
6. **Metro Transit:** Route redesign and Bus Rapid Transit
7. **Streets Division:** Salt route changes
8. **NEW! Water Utility:** Customer service

Change Management Community of Practice:

We asked each participating agency to identify at least one priority change they could apply their learnings to and discuss in the community of practice. Led by HR-OD's Performance Excellence Specialist, Karalyn (Kara) Kratowicz, the team of 14 met quarterly to discuss lessons in change management, apply concepts to our priority projects, and problem solve as a group.

Featured Guest:

Our September meeting featured expert change manager from Alliant Energy, Ed Sullivan. As a Prosci certified change manager functioning in a non-government setting, Ed spoke to organizational models for optimizing project success with change management and common change challenges he has seen over the years in his career. We opened this space to the Mayor's Management Team and their leadership. The larger audience learned alongside our community of practice while also growing awareness for the broader investments City of Madison is making to implement the change management discipline in our organization.

Future Planning:

In 2025 we will continue our quarterly community of practice. Staff are interested in including more supervisors and managers to learn about change management. HR-OD will begin offering a consultative training offering to teams who may be struggling with change. Together, we are all committed to improving the change management experience at the City of Madison to achieve our vision and mission.

Want to Learn More about Change Management?

Connect with Performance Excellence Specialist at
OrganizationalDevelopment@cityofmadison.com to learn more or get involved.