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# YELLOW HAT CONSULTING

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## WHO WE ARE

Yellow Hat is a change consultancy specialising in large-scale transformation.

Our mission is to unlock organisations' true potential, and we do so through our unique people-led change approach.

Organisations today are under pressure to do more and do it faster, but that's hard to do by following the structures, processes, and thinking that has been in place for decades.

Change today takes a deeper, more committed approach. That's where we come in.

## WHAT WE DO

We are experts in change and take pride in enabling and delivering real change that sticks.

We create connections between colleagues, build leaders to drive the change, and provide the tools and resources they need to make sure it stays when we leave.

We are creative problem solvers who deliver unique, honest insights and value to our clients, stemming from our own unique approach.

# EXAMPLES OF CHANGE

## TERTIARY EDUCATION PROVIDER

### Challenge

- ▲ An education provider needed its processes to create better outcomes for students, staff and stakeholders, and wanted to create a culture where continuous improvement was seen as the responsibility of every person in the organisation.
- ▲ There were various uncoordinated approaches to process improvement within the organisation, leading to duplication, missed collaboration opportunities and misaligned stakeholder engagement.

### Yellow Hat's Approach

- ▲ In the 60 days of our engagement, we:
  - Conducted a review of process improvement including desktop research, interviews and 4 in-person and virtual workshops with cross-sections of staff from across the organisation.
  - Planned, facilitated and delivered a codesign session for 38 participants of all levels to explore, test and iterate a prototype framework for process improvement, and create next steps.
  - Delivered the framework, findings from the current state report, and a detailed implementation plan with recommendations.

### Outcome

- ▲ Executive and senior leaders were aligned on their vision for process improvement, and how to get there.
- ▲ Staff owned the final process improvement framework and ensured it was tailored to their organisation, and codesigned the implementation plan and critical processes to improve, creating a sense of excitement for the next phase of work.
- ▲ The sponsors and participants formed a coalition of support for the process improvement framework and required culture change, taking responsibility and acting immediately after the session.

## HOUSING PROVIDER

### Challenge

- ▲ A large housing provider was introducing a new strategy, radically changing how it would provide services and move to digital channels, having a significant impact on the workforce.
- ▲ The workforce was disparate across Australia, including regional areas, and resisting the technological changes.
- ▲ Employee Census results showed low staff engagement and dissatisfaction with management of change.

### Yellow Hat's Approach

- ▲ Facilitated 'Direction Sessions' with senior leadership to share their vision for the new strategy with staff.
- ▲ Coached and created toolkits for the Executive Leaders, supporting them to engage with their teams.
- ▲ Conducted focus groups with staff to understand what issues they faced and what they would like to happen.

### Outcome

- ▲ Improved relationships between leadership team and staff.
- ▲ Leaders effectively engaged their teams to explain the impact of the Direction.
- ▲ Coaching leadership team collectively and individually, to promote engagement in their respective business lines.
- ▲ Created space for honest conversations, empowering staff to manage up and give feedback to leadership.

## SCHOOL

### Challenge

- ▲ The school had already delivered the vision of its previous strategic plan and was facing new challenges and business decisions.
- ▲ The Board needed to align on what the future direction would be for the school.
- ▲ Board members had diverse perspectives and needed to agree what were the offerings and value proposition of the school, and what this meant for parents and carers, teachers, and students.

### Yellow Hat's Approach

- ▲ Explored the current state of school through documents, survey results, recent reports and parent feedback.
- ▲ Facilitated discussions to explore different perspectives.
- ▲ Supported the school to translate this into their strategic plan, with a communication strategy, plan and coaching.

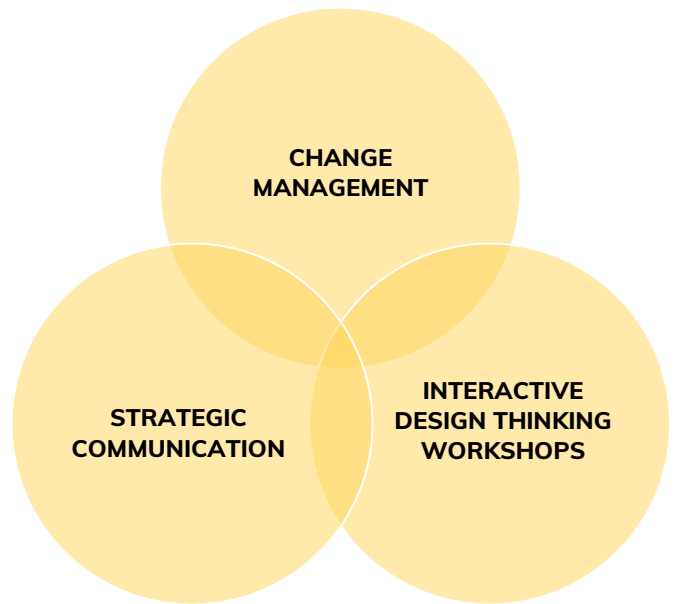
### Outcome

- ▲ The Board are aligned on their vision.
- ▲ The vision is captured in the strategic plan and supported with visual graphics.
- ▲ The vision is now shared with parents and carers, teachers, and students.

# OUR METHODOLOGY

Through its **Enterprise Change Management and Communication Framework**, Yellow Hat provides strategic change management advice and supports senior leaders to drive change.

- ✓ **Qualified Prosci change specialists**
- ✓ **Deep experience in change and communication**
- ✓ **Creative people with a positive mindset**
- ✓ **Co-design and collaborative approaches**



## OUR SERVICES

Culture Change | Workshop Design and Facilitation | Change Impact and Change Readiness Assessments | Change and Communication Strategies | Leadership Coaching | Stakeholder Engagement | Creative Communication Artefacts and Products

## DESIGN, EXCITE, CHANGE.



## WOULD YOU LIKE TO MAKE A CHANGE?

If you would like to explore a challenge and how Yellow Hat would recommend finding a solution, reach out to us at [\*\*enquires@yellowhatconsulting.com.au\*\*](mailto:enquires@yellowhatconsulting.com.au)