TURNING LEARNING into ACTION

THE CHALLENGE
- Implementing a departmental change in software solution to Wellspring's Knowledge Supply Chain™ software, Sophia.
- To create an increase in reporting, an increase in communication across clients, and an improvement in knowledge management for when staff left the organisation.
- 100% of reporting (where feasible) to be driven from the new system within 3 months.

UNSW Innovations is the technology transfer and innovation office of UNSW Australia - a leading research and teaching university. From eco-friendly packaging made from banana tree waste to developing lifesaving HIV drugs, UNSW Innovations works to transform discoveries into real world innovations that will benefit society and the economy.

OUR APPROACH The initiative started with enthusiastic fanfare and UNSW Innovations were keen to deliver real results by ensuring that enthusiasm and engagement did not wane. To help create momentum, UNSW Innovations involved Lever – Transfer of Learning in the project to deliver Turning Learning into Action™ (TLA) sessions as part of the change initiative.

Following a 2-day Wellspring training program, 15 were selected for the TLA follow up process involving three conversations each over a 12-week period.

This change project was no different to the majority of change initiatives that take place in businesses around the globe on a daily basis. At times it was hard going and frustrating for participants. Not everything went smoothly, and participants struggled to find time to prioritise the implementation of the new system.

The TLA process facilitated the change quickly and ensured the investment was maximized.

SIX MONTHS ON FROM THE LAUNCH

✔ Systems were in place for all new proposals and projects to be managed through Sophia.

✔ User engagement with the database has increased, evident through more widespread use of reporting tools and greater data input into under-utilised modules in the old system.

✔ Data accuracy has increased to around 80% (above the planned 75%).

✔ 40% increase in organisational performance reporting from Sophia.

✔ Acceptance of the database as the central knowledge management system for business information.

THE RESULTS
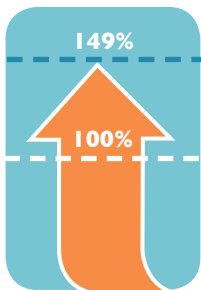
149%
149%
UPLIFT IN PROGRESS WITH MEETING CHANGE OBJECTIVES THANKS TO TLA

30% MORE LIKELY TO ACHIEVE CHANGE OBJECTIVES WITH TLA THAN WITHOUT TLA
30%

Research shows that the failure rate of change initiatives has stubbornly stuck at over 70% since the 1990s. Let us show you how you can change this, and create tangible business impact for your organisation. PHONE NOW FOR A FREE CONSULTATION.