

## Case Study



# Catalyzing Change Within a Large Private University

## CHALLENGE

A leading private research university was navigating its journey to futurize its HR function, which consisted of more than 120 employees, streamline work, ensure compliance, and better support the university. Throughout the HR organization, a lack of understanding, trust, and alignment, coupled with the global pandemic, stumped the project team's ability to implement change successfully. ScottMadden was engaged as a change management partner to help create a shared level of understanding and build trust among the HR department.

## PROCESS

- Introduced feedback loops to gather and centralize all feedback data, analysis, and information
- Hosted leader alignment workshops to share the programmatic approach and equip leaders and managers
- Organized a change agent network to expand the program's reach
- Assessed employee voice and buy-in through surveys, engagement sessions, and focus groups

## RESULTS

- Grew employee's overall understanding of the future HR vision by 22% over a four-month period
- Operationalized 12 opportunities through pulse surveys and engagement sessions to capture feedback from 120+ HR community members, ensuring every employee's voice was heard
- Facilitated monthly change agent network meetings, bi-weekly huddle meetings, and organic touchpoints for leaders through coffee chats and office hours as a result of employee feedback
- Provided a future-state plan to build on current momentum

## AT A GLANCE

# 120+

Employee HR  
department  
futurized



Gathered employee  
voice and communicated  
change plan



Equipped managers with  
just-in-time information  
to enable change

ScottMadden has guided numerous organizations in futurizing their HR operations by implementing change. [Contact us](#) to learn how we can help your organization.

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**CONTACT US**



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