

CITY OF MADISON

Change Management – 2023 End of Year Summary

Background:

In 2023, City of Madison Human Resources (HR) Organizational Development (OD) started the organization's first change management community of practice.

We invested in staff from several agencies tackling pressing organizational challenges to grow their skills in PROSCI's change management methodologies. These agencies 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. **Human Resources:** Results Madison, Human Resources Management System, onboarding
4. **Information Technology:** Microsoft 365 implementation
5. **Metro Transit:** Route redesign and Bus Rapid Transit
6. **Streets Division:** Salt route changes

Change Management Community of Practice:

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

Community Feedback:

Evaluation data from community of practice participants indicates all employees felt the benefit of group discussion of ideas about change management and learning about what change is happening across the City of Madison.

Over 80% of participants expressed willingness in continuing in the community of practice into 2024.

Future Planning:

In 2024 we will add more participants to the community of practice from the Water Utility Customer Service Unit and the Fleet Division's leadership team. Together, we are committed to improving the change management experience at the City of Madison to achieve our vision – Our Madison: Inclusive, Innovative, & Thriving and mission – to provide the highest quality service delivery on behalf of our residents and visitors.

Want to Learn More about Change Management?

Connect with Performance Excellence Specialist, Kara Kratowicz at KKratowicz@cityofmadison.com to learn more or get involved.