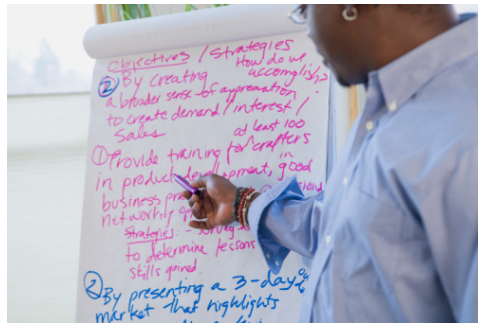
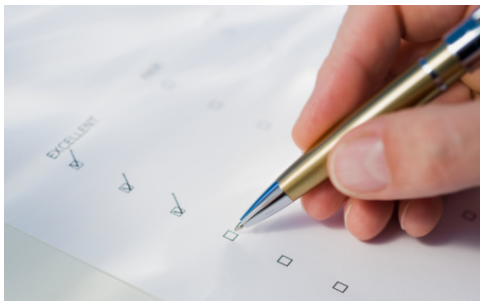


Change Management

Change Management

For over 35 years, DPRAs has assisted public, private and non-government organizations to effectively manage change. Change management consultation assists an organization to better understand and manage changes that are being instituted within a work environment (e.g. organizational structure, employee classification, work roles and responsibilities, relationships to other agencies, etc.). The process includes an evaluation of changes and their potential impacts on management and employees, response initiatives, strategies to effectively address change and initiatives to “move the organization forward”.

Change management consulting advice and guidance can be a powerful tool in helping organizations move through transitions to new ways of doing things. Our process provides knowledge and support during the period of change, enabling organizations to implement change smoothly and effectively.



Our Services

We assist clients adapt to changing demands for services; we identify and assess alternate service delivery mechanisms and we develop performance measurement approaches. We work closely with clients to redesign their organization to be responsive to the new demands and to ensure a smooth transition from the organization of the past to the organization of the future.

Our skill set includes:

- Change management strategies
- Organizational restructuring
- Strategic planning
- Assessment of service delivery models
- Process mapping
- Program evaluation
- Customer satisfaction indexing
- Survey research and gap analysis
- Process facilitation
- Negotiation and mediation
- Training

Our Clients

Representative clients for our Change Management services include:

- Ontario Ministry of Energy and Infrastructure (REFO)
- Canadian Food Inspection Agency
- Deeley Harley-Davidson® Canada
- Government of Northwest Territories
- City of Toronto
- City of Vaughan
- City of Kelowna
- City of Yellowknife
- Town of Aurora
- Town of Richmond Hill
- Town of Newmarket
- Town of Whitchurch-Stouffville
- Town of Windsor
- Toronto Public Health
- Toronto Community Housing
- NWT Housing Corporation
- Nunavut Housing Corporation
- Parks Canada
- USA Services
- US Department of Transportation
- US National Park Service

For more information contact:

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 905.660.1060 ext.230

Testimonial

“We were very pleased with the approach of the DPRAs team. The custom-designed training package was well suited to our needs. Continuous monitoring and improvement were built into the project so that each training session was modified slightly to address issues or challenges that arose during previous sessions, and the team kept us informed through each step of the project.”

Debbie DeLancey, (Former) Deputy Minister, Human Resources, Government of the Norwest Territories