

Transforming Culture in a Utility Company

→ Challenge

A utility company faced significant challenges due to a lack of leadership, low trust in change initiatives, and a culture that hindered collaboration. Employees were responsible for critical operations, yet felt disconnected and overwhelmed by their workload.

→ Solution

- Conducted a series of 12 workshops and surveys to gather employee feedback, totaling 2,080 hours of engagement with over 80 team members.
- Identified 100+ unique ideas focused on three main areas: workload challenges, communication hurdles, and accountability issues.
- Established five core areas for improvement:
 - Employee & Organizational Investment
 - Enhanced Communication
 - Build Strong Relationships
 - Operational Efficiency
 - Strategic Initiatives
- Engaged department leaders as champions for change, transforming initiatives into “How might we...” statements to foster innovative brainstorming.
- Prioritized ideas based on potential impact and feasibility, creating a structured list of deliverables organized by fiscal year.
- Developed a project roadmap to clarify project priorities and advocate for additional resources.
- Realigned the organizational structure to address capacity issues and prepare for future growth, focusing on clarity, connectivity, and data-driven decision-making.

→ Results

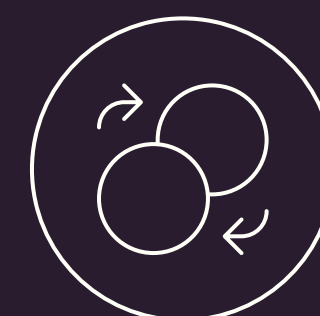
- Early feedback from team members indicated a positive shift in morale and engagement:
 - “Having this visibility is so helpful.”
 - “This is such a great start.”
 - “I am excited to be a part of what’s next.”
- Continued feedback provided actionable insights for ongoing improvements, highlighting areas such as communication and project definition.
- Established a foundation for a more connected and efficient organization, setting the stage for future phases of change.



Strategy & Operations



Data Operational Transformation



Change Management