

TED MOUDIS ASSOCIATES

Change Management

A QUICK LOOK INTO OUR EXPERTISE



TMA

Our Secret to Success

No Cookie Cutters In Our Kitchen

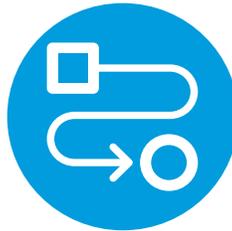
Our design thinking methodology is based on not just getting you from point A to point B, but in supporting you to create lasting change that can be embedded in the fabric of your organizational culture. Our whole organization understands the importance of change management in realizing project benefits. Whether you engage with us on a standalone workplace, a change management project, or an integrated architecture and interior design project, we will support you in identifying risks associated with change management before they impact the project's success.

Ted Moudis Associates' dynamic Change Management team brings a wealth of cross-disciplinary and international experience to consult with clients and provide measurable and meaningful strategies. We believe in tracking and measuring outcomes to success. Regardless of the type of engagement we partner on, we deploy 'pulse checks' to measure the effectiveness of our strategies. We are agile, and if needed, we can pivot and adjust in order to ensure we are working towards your goals.



What is Change Management?

The processes, tools and techniques necessary to manage the people side of change. We take a holistic approach to maximize integration opportunities and enhance the mission of the entire organization.



Why Should You be Interested?

Whether you are moving offices or introducing a new way of working, project success requires people to adapt to the change. We support your stakeholders and staff to ensure a proper return on investment.



What Is The Risk Of Not Engaging?

When people do not understand the change they cannot adapt to it. Staff buy-in and understanding and engaging in the change support the development of new habits which help prevent the spread of rumors, passive resistance, distrust and drops in productivity.

Your Success is Our Success

We are committed to helping you achieve your goals. For this reason, we provide a change management assessment workshop for all of our clients. This allows us to flag any adoption opportunities and risks up front, providing you with a starting point for the people side of your change. We believe that it is never too late to engage in change management strategies! If you are already halfway through or at the tail end of your project and you believe that you could use some help getting buy-in, increasing adoption, or simply communicating better, we can assist.

The Management of Change

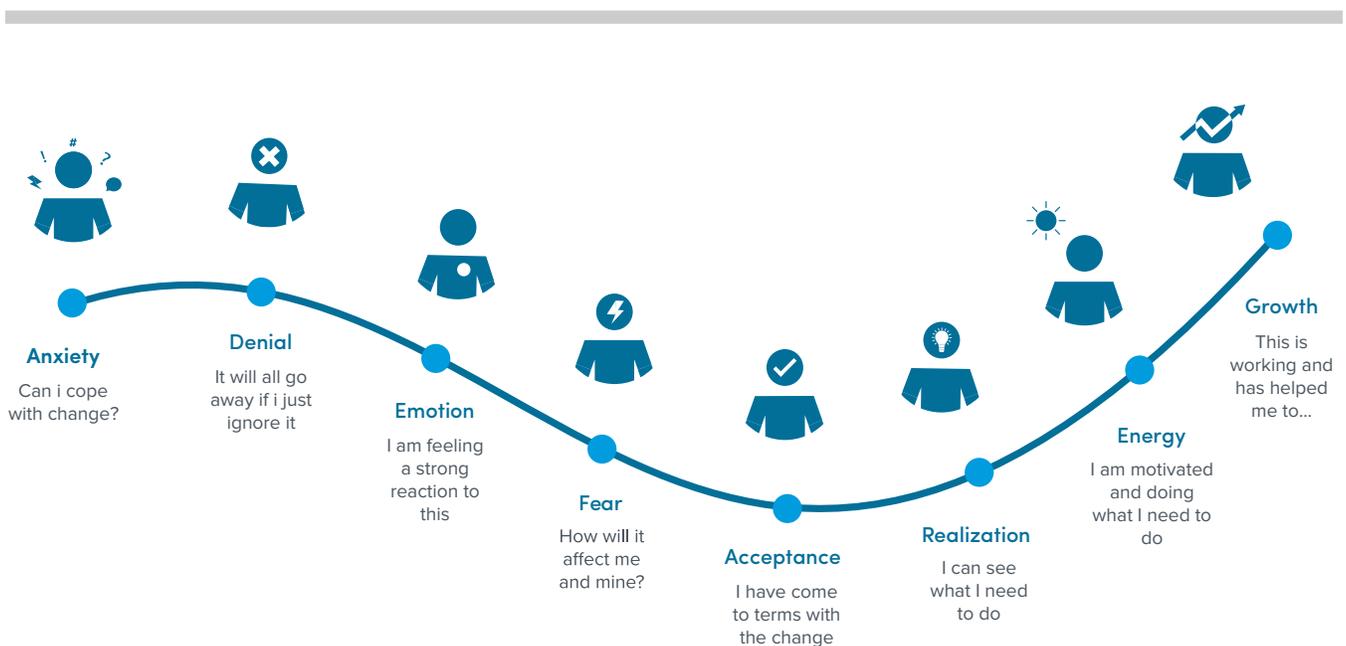
The introduction of a new workplace will change the paradigm of where and how your employees work. The integration of the appropriate formal and informal stakeholders is critical for a successful change. We partner with our clients to determine project parameters and identify relevant stakeholders so that we begin and sustain the project with the right people at the table.

We understand that a project does not end with move-in. We partner with stakeholders to embed the change into business as usual practices so that every existing and new employee works to achieve your business goals.

The ROI of Adoption

We are prepared to support a successful transition by developing and implementing a strategically aligned change management program in collaboration with your team.

Understanding the stages of change is also important in measuring and mapping out your project's success. We've developed a toolkit to support staff buy-in in the change, so we support the project as employees move from 'anxiety' to 'acceptance' as quickly as possible. This enables your organization as a whole to reach the 'growth' stage and begin to realize your return on investment and shift focus to new business opportunities.



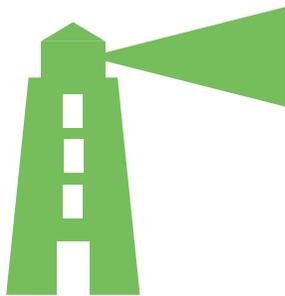
Finding the Right Balance

Striking a balance between the impact of change and the organization's capacity to invest in change strategies is key.

The first steps to building a meaningful strategy are understanding the level of impact and identifying your key stakeholders. The degree of engagement and budget to invest in business and change readiness strategies varies per client, project, and workplace culture.

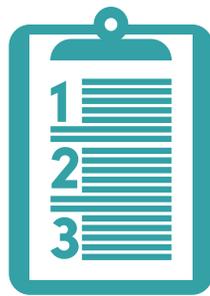
Transparency is key, so we guide you through the process of building a strategic plan that is most appropriate for your workplace culture as well as your budget.

We have three levels of engagement; Transition Awareness, Transition Planning, and Transition Transformation. The level of engagement we recommend for your project depends on an analysis of the impact of change on your staff to achieve measures of success.



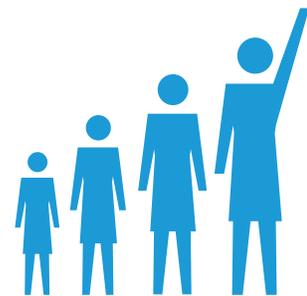
TRANSITION AWARENESS

Communicating what the change is for the organization and for the staff.



TRANSITION PLANNING

Preparing staff for the change and developing leadership buy-in.



TRANSITION TRANSFORMATION

Developing new skills and habits in leaders and staff to prepare them to transition to a new way of working.

Typical Transition Services

Examples of the most typical and popular services across the three levels of engagement:

| | Transition Awareness | Transition Planning | Transition Transformation |
|------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|---------------------|---------------------------|
| Strategic Communications Schedule The who, what, and when aimed at increasing awareness and creating excitement. | ● | ▨ | ● |
| Town Hall Collateral Vision and goals, overview of the design, new protocols, and generally what to expect as the transition occurs. | ● | ▨ | ● |
| Staff Guidebook on New Ways of Working Whats changing, the benefits, what's in it for them, new spaces, processes, and FAQs. | ● | ▨ | ● |
| 1:1 Manager Coaching Sessions Preparing & supporting your management with new ways of working. | | ▨ | ● |
| Video Development Interview Video of leadership and the designer to talk about the change and share with staff and for recruitment. | | ▨ | ● |
| Branded Campaigning Unique campaign branded collateral to build excitement, launch rebrands or reinvent space. | | ▨ | ● |
| Pre & Post Move On-Site Staff Engagements Mixers, celebrations, neighborhood sessions, tours, and workshops. | | | ● |
| Change Ambassadors Selection and coaching of change ambassadors, to prepare them to be drivers of change. | | | ● |
| Habit Development Identify habits that need to continue, stop, and begin for a successful adoption of the new workplace. | | | ● |
| Day 1 Experience Planning and hands-on support for your first day in your new workplace. | | | ● |

Transition Services

Case Studies

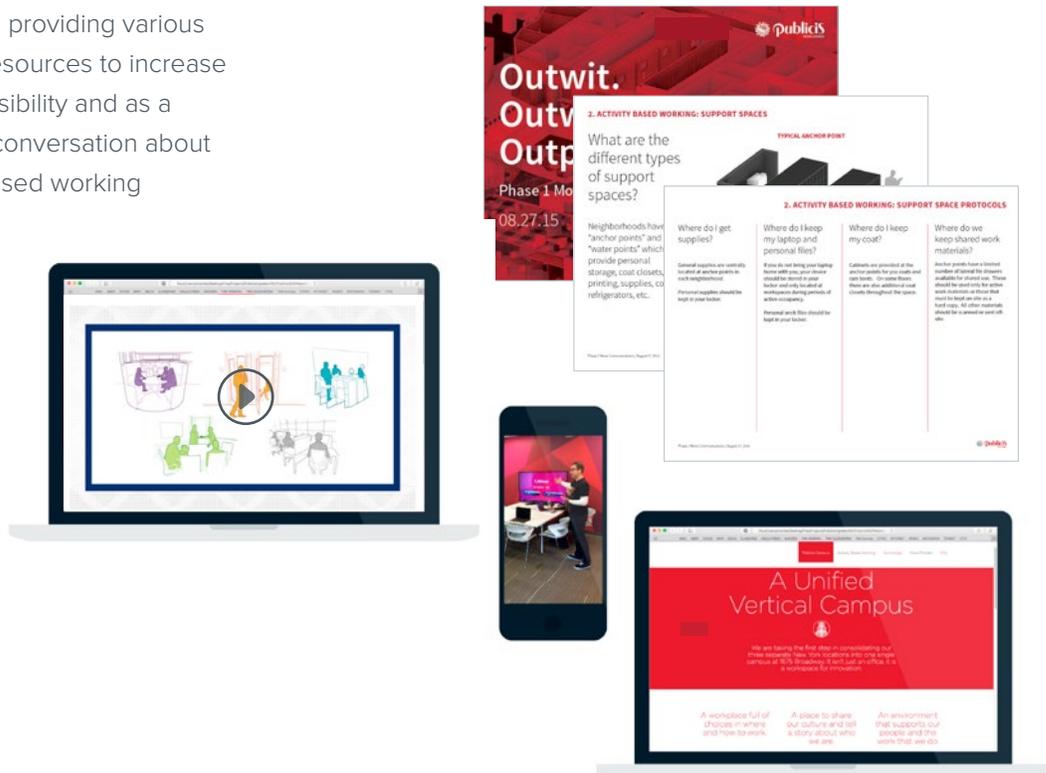
Communication Schedule & Staff Guidebook

Our client was focused on transparency and accessibility. A clear and succinct communications schedule was developed. The schedule maps out communication strategies leading to move-in to keep staff aware and engaged. The staff guidebook is a resource staff can reference for a wealth of information from wayfinding, etiquette, how to book a room, exciting features and amenities, etc.



Intranet Content, Staff Guidebook, Town Hall Presentations, Day 1 Guide & Tours

In a mobile and fast-paced environment, our client was focused on providing various methods of information resources to increase understanding and accessibility and as a way to prompt intra-staff conversation about the move to an activity based working environment.



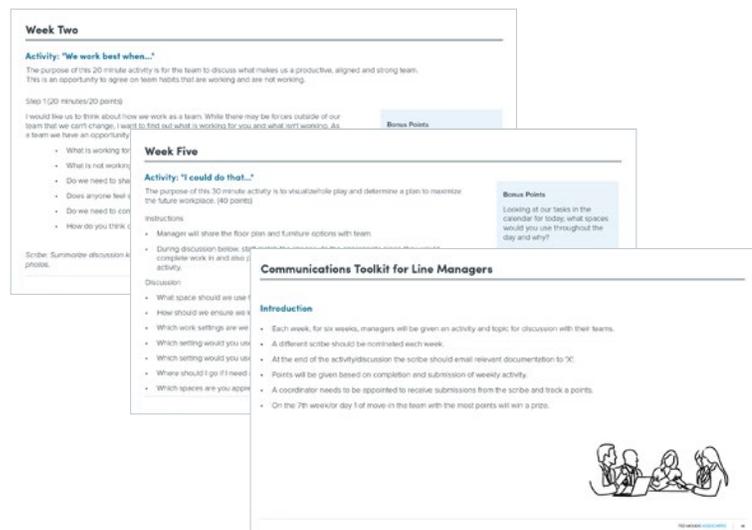
Leadership Training

Getting your leaders on board is the first step to success. Our client was prepared to train their leaders to understand the key messages as well as how to manage staff expectations. They were provided with practical examples to lead by example.



Manager's Toolkit & Activities

Managers sit in the middle of an organizational hierarchy and are a great source of support and knowledge to teams. We developed weekly activities that managers could run with their teams that were both informative and engaging.



Campaign Branding

Organizations are complex and developing a brand for the move will help staff understand its purpose. It also helps staff manage messaging in environments with high email volumes.



About Ted Moudis Associates

Ted Moudis Associates designs workplaces that provide sustainable environments and flexible workplace solutions built for longevity, productivity, and enjoyment. We believe that a built space should not only reflect but also enhance an organization's culture and values.

Businesses today face an unprecedented mix of social, economic, environmental, and technological challenges. Our diverse staff of multi-disciplinary experts in the fields of architecture & interior design, workplace strategy, change management, brand integration, and furniture coordination help our clients to meet these challenges.

Founded in 1990 by Senior Principal Ted Moudis, AIA, and headquartered in New York with an office in Chicago and an alliance in London, we are a recognized Top 10 Office Giant by *Interior Design Magazine*.

Our Expertise



ARCHITECTURE & INTERIOR DESIGN

We believe in the power of space. Your workplace is a key driver for your organization's success and continued growth. Our architecture and interior design experts partner with you to design the perfect solution that provides maximum productivity, flexibility, and innovation for your unique business.



WORKPLACE STRATEGY

The design of your workplace is an opportunity to implement new strategies that reflect your changing business environment and set the stage for how your people will work in the future. We equip your employees with spaces and technology that enhance overall performance, while at the same time driving efficiency.



CHANGE MANAGEMENT

We understand that workplace performance is only as good as the drive of your people. We focus on workplace and workstyle adoption to support your people through the transition to ensure they are utilizing the workplace to its full potential and to reduce the natural dip in productivity that occurs with all change initiatives.



BRAND INTEGRATION

For workplace clients, brand integration into the built environment is a key factor in designing the perfect experience. Partnering with you, we deliver impactful graphics, technology solutions, and branded environments that are seamlessly incorporated into the architectural services we provide.



FURNITURE COORDINATION

The purchase, scheduling, production, delivery, and installation of furniture is one of the most complex aspects of any project. Our in-house experts provide a turnkey furniture solution. We analyze your furniture inventory and requirements and develop purchasing strategies, budgets, and schedules based upon projected quantities and furniture styles.



LEARN MORE!

This brochure only scratches the surface. We would love to tell you more about our results and services. Contact our Workplace Strategy Team: workplace@tedmoudis.com

Office Locations

| | | |
|----------|---------|--------------------------------|
| New York | Chicago | London |
| | | Alliance with MCM Architecture |

Global Range of Work

We have completed design work internationally with local associated architects in:

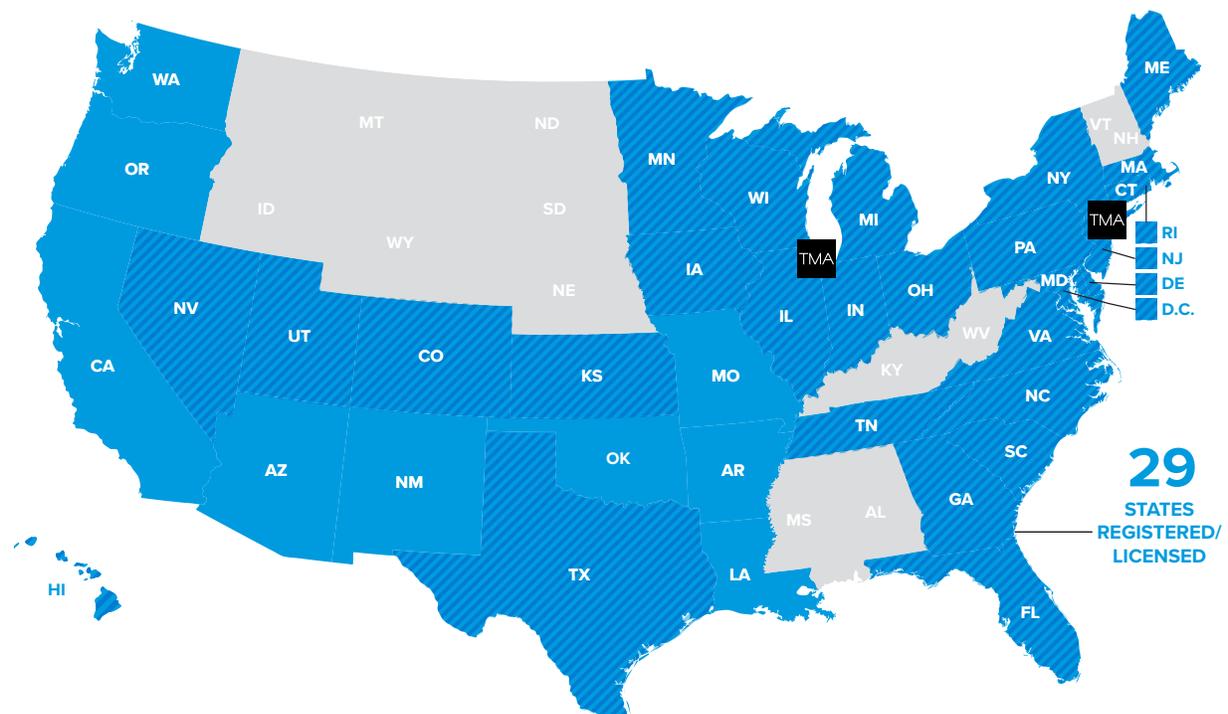
| | | | |
|------------------------|-----------|-------------|----------------|
| 21 COUNTRIES | Brazil | Hong Kong | Russia |
| | Canada | Ireland | Singapore |
| | China | Italy | Virgin Islands |
| | Australia | Czechia | Malaysia |
| Austria | England | Mexico | |
| Belgium | France | Netherlands | |
| Bermuda | Germany | Philippines | |



National Range of Work

We have completed design work throughout the U.S. and we are Registered/Licensed in multiple states (*):

| | | | | | |
|---------------------|-----------------------|----------------|-----------------|-----------------|------------|
| 38 STATES | Delaware* | Kansas* | Nevada* | Pennsylvania* | Wisconsin* |
| | District of Columbia* | Louisiana | New Jersey* | Rhode Island* | |
| | Florida* | Maine* | New Mexico | South Carolina* | |
| | Arizona | Georgia* | Maryland* | New York* | Tennessee* |
| Arkansas | Hawaii* | Massachusetts* | North Carolina* | Texas* | |
| California | Illinois* | Michigan* | Ohio* | Utah* | |
| Connecticut* | Indiana* | Minnesota* | Oklahoma | Virginia* | |
| Colorado* | Iowa* | Missouri | Oregon | Washington | |



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