



## Five Minutes with... Carla Boynton



Hello. My name is Carla Boynton and I am presently a Senior Consultant with KPMG in the People and Change line of business. I am currently working as the stream lead for the Change Management function within the client's PMO. My professional career spans multiple industries and sectors including logistics and supply chain, FMCG, Retail, Public Sector and Professional services. The focus of these roles has been on transformational change programs and has included organisational design and development, generalist HR, business readiness and communications strategies, transition management, training needs analysis, training design and delivery, role impact assessments, and project and technical release management.

### **2. How did you come to perform in a change management related role? What attracted you?**

Whilst at Fosters I was exposed to a sensational Change Management team and began to truly understand the benefit of planned change activities. With a generalist HR and Project Management background, I was attracted to managing people through change in the sense that people were being taken on a journey to help them understand what was going to occur and where they were going to end up. Working with people to help them through change, which is often perceived to be a negative experience, is what I find very satisfying about being involved in change management.

### **3. Why is good change management so critical to the way businesses perform today?**

Change Management is critical to the way businesses perform today as without it, the people imperative is often underestimated or not considered at all. Working with Leadership teams to evaluate the change and the impact this will have on the people is paramount to successfully implementing any new initiative, whether it be changing the organisational structure or culture, or implementing a new system. In this economic climate, working with management to build a culture that is open to change and dynamic in their outlook, and then localising at all levels, will help an organisation gain a competitive advantage and achieve success during uncertain times.



#### **4. What makes a great change management practitioner?**

A great change practitioner is...

- personable and personally open to change
- open, honest and transparent in their communication
- able to build relationships across many areas within the business
- approachable and flexible
- able to problem solve in pressurised environments
- creative
- collaborative
- highly organised
- able to see the purpose or 'vision'.

Having an appreciation that change means different things to different people makes a remarkable difference between being a good or great change practitioner.

#### **5. What would you say to anyone thinking of starting/developing a career in change management?**

If you feel that you naturally align to the 'what makes a great change practitioner' list, then this is a very good start. Some people are naturally well organised 'people people' and this is very well suited to becoming a good change manager. Motivation to make a difference and wanting to help people is also a must have.

#### **6. What is your idea of a great change management challenge?**

A great change management challenge is what we are faced with currently – rewarding performance through non-financial incentives and creating workplaces that truly value the work/life balance. I personally look forward establishing creative solutions to this challenge in the future!