



Five Minutes with....Kym De Lany

Change Manager, CRM & Sales Support, Nab (Australian Region)

How did you come to perform in a change management related role? What attracted you?

The turning point for me was when I took a Business Transformation Consulting gig at DaimlerChrysler (Mercedes Benz these days!) in the UK. It made me realize that the 'change' component in all my roles was where I gravitated towards. It also gave me an opportunity to focus on what I really was passionate about - the people side of changing the business – and helping people see change as 'good' rather than something that is "done" to them.

Why is good change management so critical to the way businesses perform today?

At its most simple, it's about the difference between deployment and take up. Too often in project land, we assume that because we have deployed the solution, we're done. At its most complex, it's about delivering ROI.

Change management focuses on getting users to see the 'new' world as something positive and desirable and so want to make the behavioral change.

What makes a great change management practitioner?

- Curiosity: "Why" should be your favourite word!
- Passion: A belief and commitment to finding a better way to do things; and
- 'Sympatico': The ability to identify with the situation of others and build a plan sympathetic to their needs and concerns

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

It's a great time to enter the change management space. Organisations are starting to realise the value of change – whether in a project or across the organisation, culturally – and the pivotal role of the change manager.

There are now some great practitioners out there to network with – Allegra is a fabulous place to start – and discover the complexity and range of change management.



And, whilst there is still a way to go, change management is starting to be seen as a professional discipline with a specific focus, deliverables and competencies.

Come and join the practice and help mould the perceptions!

What is your idea of a great change management challenge?

An organisational transformation role – where the business has recognised it needs to change the way it does business and a strategy but needs to put a people plan in place. Big and meaty is great, so long as there's executive sponsorship to address the people side of it and a driving need to make it happen.