

Change Management Team - Triangle of Support

The change management triangle shows how the IS can support councils.

Beginning at bottom of the triangle, the first level is **self help**. Self help includes accessing information, advice and our range of free project management tools already available. For example, we have a range of business analysis tools such as process costing and benefits realisation. We offer free webinars and free networking events which allow you to hear about the work and experiences of councils, partners and the third sector.

Next level in our triangle is called **advice and support**. The change management team can provide assistance with finding information. For example, linking you with colleagues from across Scotland who may be undertaking the same or similar work

The next level in the triangle is '**a helping hand**'. A helping hand refers to short term help with training, analysis, research etc. For example, researching best practice, delivery of various workshops such as customer journey mapping, benefits realisation, stakeholder management and more. The full offer of support can be found in our team [offer of support document](#) on the change management page.

The top level in our diagram is called **intensive support**. Intensive support is very similar to the previous level (a helping hand) – but this involves more intensive support, for example, support on numerous occasions, over a period of time.

The diagram highlights the importance of two way conversations.

We will:

- listen to your needs
- share knowledge
- support you in your change and transformation projects
- help you transform the way services are delivered

In return, we would encourage all of you to:

- let us know what topics are important to you
- let us know what support, tools and templates you need
- share good practice and lessons learned with others
- be an active participant on the Knowledge Hub, change managers network group