ViaTrie
collaborate | innovate | transform

Organizational Change Management & Training

Our Perspective

The world around us is rapidly changing and change represents a challenge for both people and organizations. To harness emerging technologies, build new service paradigms, satisfy elevated citizen and user expectations, and keep pace with increasingly sensitive industry markets, government agencies must prioritize strong organizational change management programs (OCM), paired with flexible training models. Our passion is to rethink how organizations create value with a focus on sustainable business transformation for a better future.

At ViaTrie, our approach to organizational change management is rooted in proven best practices from the Project Management Body of Knowledge (PMBOK) and Prosci, and influenced by current workforce studies across the government (ex: GSA's Office of Governmentwide Policy (OGP), OMB, CIO Council). We implement programs that leverage multiple communication methods to reach key stakeholder groups, with a focus to automate across favorable formats (text, pictorial, testimony, game). We define common user groups/personas across traditional organizational boundaries and focus planning on reducing unexpected change rather than eliminating change. Comprehensive OCM programs include small projects and sponsors to test change, build momentum and trust, and enable awareness, buy-in, and ownership across the organization.

We approach training curriculum and delivery by applying the ADDIE method (Analysis, Design, Development, Implementation, and Evaluation). By employing a crawl/walk/run progression to training activities, it creates a natural emphasis on feedback loops from trainees to continually improve materials and delivery mechanisms. We collaborate with leadership and users in each engagement to complete readiness assessments and determine the appropriate mix of formal

Address organizational challenges holistically framed by an agile roadmap to define clear mission, vision, and core values and combine change management with a technical solution to transform the organization.

https://viatrie.com/ocm-%26-training

training events, self-paced curriculum, and training aids, as well as determining the return on investment (ROI) for in-person versus virtual delivery.

Our Services & Deliverables

- OCM Planning
- Engagement Models
- Communications Plans
- Customer/User Experience Workshops
- In-person or Remote-based Training
- Standard Operating Procedures (SOP)

- Readiness Assessments
- Facilitated Design Thinking Sessions
- Knowledge Management
- Enterprise Personas and Journey Maps
- Computer-Based Training (CBT)
- Quick Reference Cards (QRC)

ViaTrie Experience

Our team has experience serving civilian, defense, state, and international government entities in over 40 programs. We have employed OCM techniques in a variety of settings, from helping shared service centers shift operational paradigms to implementing new enterprise systems and related business processes. Our training success spans specific information system user training, complex field-based technology training, as well as entire curriculums with multiple courses. With management consulting experience supporting environmental, health, telecommunications, finance, budget, and defense mission areas, our team has a breadth and depth of experiences spanning strategic and tactical activity sets.

About ViaTrie

At ViaTrie, a company founded by three women, we find the symbolism of the tree to support our vision of growth (both ethically and sustainably), protection (through fostering a safe and transparent workplace with an emphasis on trust and empowerment), and strength (as respected, innovative, and trusted leaders in the industry). We have strong roots in this business and this area, and our mission is to partner with organizations to create human-centric, mission-focused, socially responsible, and technology powered innovations. Collectively, we have success in supporting enterprise programs that branch to provide coverage and value to our customers. Most importantly, we have the experience to help our customers find technical and process-oriented solutions to achieving goals that support their mission. Key customers supported throughout our careers include the General Services Administration (GSA), the Department of Defense (DoD), the Department of Commerce, the Veterans Administration (VA), the Environmental Protection Agency (EPA), and the Federal Aviation Administration (FAA).