

Field Operations Change Framework

Energy & Utilities | Change Management Framework Design | 450+ Workforce Impact

IMPACT

Consistent change governance established

Improved visibility of operational impacts

Leadership capability uplift

Reduced workforce change fatigue

Enabled operational leaders to assess, prioritise and implement change with greater visibility, consistency and accountability.

Challenge

- Change was being introduced independently across multiple business areas, creating inconsistency across Field Operations.
- Leaders had limited visibility of change impacts, competing priorities, and workforce capacity.
- Stakeholder engagement, implementation planning, and governance varied between initiatives.
- A practical, scalable framework was needed to improve accountability, decision-making, and adoption across a dispersed frontline workforce.

Approach

- Designed a bespoke Field Operations Change Framework aligned to operational needs and maturity.
- Established clear governance, accountabilities, and decision-making pathways.
- Standardised change assessment, impact assessment, and implementation planning processes.
- Improved visibility of change impacts, priorities, and workforce readiness.
- Embedded stakeholder engagement and communication requirements.
- Partnered with operational and support leaders to build capability and support sustainable adoption.

Results Delivered

- Established a consistent approach to managing operational change.
- Improved visibility of change impacts and competing priorities.
- Strengthened governance, accountability, and decision-making.
- Increased capability to assess, plan, and implement change.
- Reduced workforce fatigue caused by overlapping initiatives.
- Created a scalable foundation for ongoing change maturity uplift.

REBEL CHANGE CONTRIBUTION

Led framework design, governance integration, stakeholder engagement, implementation planning and leadership enablement. Partnered with senior leaders and operational teams to drive adoption and embed sustainable change outcomes.

REBEL CHANGE