



TALENT, ORGANIZATION & PEOPLE SOLUTIONS

Change and Adoption

In today's fast-moving business environment, effectively managing change is critical to staying competitive. From mergers to digital transformations and shifting workforce needs, organizations face increasing complexity, with **nearly 70% of change efforts falling short**.¹ To realize the value of these strategic transformations, organizations must lead and implement through tailored change and adoption strategies.

Why should leaders focus on “change and adoption”?

- Realizing strategic change is crucial to **staying competitive** in the market and **delivering stakeholder value** (financial and employees).
- Aligning leadership around a clear change and business case enables the **prioritization of critical initiatives**, driving more **effective decision-making** and **organization-wide adoption**.
- Fostering a culture of agility and innovation **mitigates transformation risks**, **accelerates time-to-value** and **turns disruption into growth opportunities**.
- **Adoption of change efforts isn't optional**—without it, even the best strategy will crumble under employee resistance.
- **Embracing diverse perspectives** and **creating tailored engagement** (via personas and journey maps) sparks authentic buy-in.
- Effective change efforts **drives adoption with key stakeholders**, leading to accelerated implementation and long-term results.

When is the right time to address change efforts?

- Shifts in vision and strategy require action to maintain relevance.
- Competing priorities drain focus and morale, requiring immediate realignment.
- Restructures, mergers or transformations demand clear direction to prevent chaos.
- Complex implementations need support to avoid employee frustration.
- Cultural shifts or rising resistance signal the urgent need for leadership.

How A&M Delivers Outcomes

A&M works together with clients to:



Drive business value and ROI

Defining success metrics aligned to business strategy to guide a tailored change approach for impactful transitions and sustainable adoption.



Get to data-driven insights and actions FAST

Using accelerators to efficiently engage the organization to assess change and quickly move to action.



Make it real

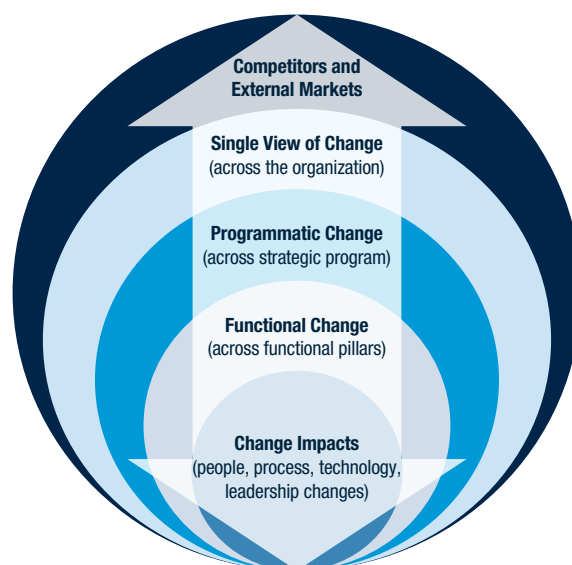
Designing practical, fit-for-purpose change interventions (e.g., personas and journey maps) to embed the new change into the organization's foundation.



Realize immediate and sustained impact

Finding the “Moments that Matter” to pilot change.

Layers of change that today's leaders are facing...



Effective prioritization and response to change drives stakeholder alignment and adoption, resulting in business value.

Reach out to our leaders to discuss your change needs!

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¹ Harvard Business Review (2000). Cracking the code of change. Retrieved from <https://hbr.org/2000/05/cracking-the-code-of-change>

What Else to Consider

When driving change adoption, it's important to consider the most effective enablers to **ensure talent and organization alignment and readiness**, including:

Leadership

- Are leaders aligned around this change?
- How are we creating stakeholder value?
- Do we have the right leaders to support this change?

Employee Experience

- Does the value proposition for employees shift with this change?
- What rewards & recognition levers could accelerate this change?

Culture

- Does the change require a shift to the culture and organization's norms / ways of working?
- Are leaders aligned around the future identity and culture?

About Talent, Organization & People Solutions

TOP partners with clients to isolate and accelerate the capabilities and leadership required to deliver on your service promise.

Talent

Build workforce strategies, development programs and employee deals that deliver on your brand's promise



Leadership



Workforce



Development



Employee Deal

Organization

Align operating model, elevate organization design and fitness and build cultures that drive positive change



Operating Canvas



Design



Performance and Fitness



Culture



Change and Adoption

People

Provide HR function expertise, create belonging solutions to support diversity, equity and inclusion and enhance the employee lifecycle



Human Resources



Belonging



Employee Life Cycle

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