

# The Corporate 'Health Check' at NTL

When organisations have undergone a merger and are implementing a Change Management programme, teamindex360© can act as an excellent instrument to check on what is happening and how the change process is really working. This was the case with the Operations Division at NTL.

Tony Gee became Operations Director of a merged group of staff from two separate field forces, Radio Communications and Broadcast Operations.

The division was undertaking a major restructuring of work methods. Ten focus groups, comprising staff from all levels and parts of the division, were set up to discuss how people felt about working at NTL and the changes that were taking place in the division (seven hundred people in total).

An outside consultant facilitated the focus groups and as part of the process he recommended using teamindex360© to check on the validity of his findings.

The first survey was conducted in July 1996 at the start of the programme and further focus groups were surveyed in the following January to see whether the situation had altered as a result of the Change Management Programme.

***"It was really useful doing both together, the focus groups and teamindex360©, as the focus groups provided the emotional response and the teamindex360© a more quantitative measure. There was a great deal of hostility towards the changes to their working methods and it was difficult to identify exactly where the real issues were.***

***teamindex360© helped us to really get to the bottom of how much of a real issue things were from the feedback of the focus groups. It told us what the real quantitative issues were rather than emotion, it gave us a measure of which issues were most important and we were able to discriminate.***

***If I had to sum up what teamindex360© did for us I would say that it helped us to focus on some of the specific issues that needed addressing. It was really useful to repeat the survey so that we could find out whether things had changed as a result of our programme,"*** said Tony.

***"I would definitely recommend teamindex360© to other organisations who are currently experiencing change".***

For further information on the index360 process contact:

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