

Change Management

This award celebrates the innovative adoption of long-lasting change management processes that have helped businesses to achieve their strategic goals, and which enhance workplace and facilities management. It seeks examples of the innovative application of change management processes that have delivered tangible benefits and demonstrably different outcomes for the facilities profession.

Its scope is wide and includes advanced service delivery, use of space, management of resources or any other area where change management techniques have been employed in support of better service delivery or to enhance the profession and / or the workplace experience.

The IWFM Impact Awards 2024 recognise work and projects that were completed or operational over the last three years (since 1 January 2021).

Who should enter?

Entries are welcomed both from suppliers to the workplace and facilities management sector and client organisations. All products and services will be considered equally from the simplest and least expensive to those with the most complicated rationalisation.

Entries will not be accepted from initiatives which are planned, in development or in progress.

Entrant details

Full name

Job title

Organisation

Entry name (project/product/team name) as you would like the entry to be referred to in the Awards process (and as it would appear on a trophy)

Organisations involved

To help IWFM identify conflicts of interest in the judging process please list all organisations involved in this project or initiative, including agencies, suppliers or partners.

Entry summary

Please provide a 150-word executive summary of your entry to ensure that the judges or a person with no prior knowledge can quickly understand it and which (should you be named as a finalist) will be used at the Awards ceremony. Please write the summary in 3rd person and do not include any private or sensitive information as this may be available publicly.

What the judges are looking for

The judges will be looking for entries that clearly articulate the adoption and delivery of outstanding change management which demonstrably improves outcomes in workplace and facilities service delivery or in the daily working experience of everyday users.

- Tangible positive impact to the workplace and facilities management function.
- Genuinely innovative scalable and impacting initiatives, approaches or products.
- Strategic alignment with your business and/or client's goals and objectives.
- Value led initiatives with a genuine RoI (true innovation is not always about those with the biggest budget).

How to create a winning submission

- This entry form is your opportunity to tell the judges why your team or project should be recognised and celebrated: be proud, be clear, show evidence, and sing your own praises!
Tip: Do consult the good practice guidance on the [IWFM website](#) for useful resources to help you focus on the key aspects of your entry.
- Judges are looking for clear, concise information, written in good English in each of the sections when assessing the entries.
- Read each question fully; the judges need to know you have understood the question and answered it directly. Incomplete responses will not attract a score.
- Please note, each section has a word limit specified next to the question. Stick to the word limit as any words beyond the limit will not be read.
- Documents, illustrations, photos, and video can be used to make your entry come alive, these can be referenced and included in your supporting evidence document.
- Equity, diversity, inclusion, responsible business, and carbon reduction all underpin great workplaces and facilities, and every award entry should demonstrate these principles and their impact in the organisation and project, please be mindful that activity does not equal impact.

Entry questions

1. **Set out how the project or initiative is aligned with the organisational mission, vision and values – highlighting the core priorities and objectives.** (400 words maximum)

- 2. Describe how equity, diversity and inclusion works in your organisation through your policies, procedures and operational practices and what contribution has this made to the success of your entry? (200 words maximum)**

- 3. Explain the project or initiative lifecycle – from inception through delivery and evaluation.** This could include how scope was defined and objectives were set; use of research and benchmarks and how organisational 'buy in' was achieved. (300 words maximum)

- 4. Describe how the initiative was actually delivered.** This could include change management processes; collaboration decisions; obstacles encountered and how they were overcome. (300 words maximum)

5. Evidence the measured impact of the project or initiative. (400 words maximum in total for both elements of this question)

- a. What measurable data can you provide for the initiative? – for example number of participants, completion rates, impact on the organisation's objectives and goals
- b. Evidence of the impact of the initiative on the participants; bring your success story to life with examples, anecdotes, testimonials, survey results and benchmarking data (these can be referenced in the supporting documents pdf).

6. What are the next steps for continuous improvement and building upon the impact of your project or initiative? (300 words maximum)

7. Summarise your key learnings from the implementation of your project or initiative, and how you have shared these beyond your organisation. (300 words maximum)