



THE STRATEGY GROUP



How Business Solutions Is Helping Clients Embrace Change

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In honor of Black History Month, I would like to share a quote that stuck with me from an early age and is attributed to James Baldwin. It is as follows:

“Not everything that is faced can be changed, but nothing can be changed until it is faced.”

Born in Harlem in 1924 James Baldwin was a mid-twentieth century playwright, novelist, poet, and activist. The more you know...

So, what does this have to do with Business Solutions you ask? Well, often when we engage with a client they are seeking change in some significant way. New processes, new systems, new physical plant, new and better outcomes. Almost always, one of the first things we do to help them in their quest is an assessment. Clearly the client is ready to face some things but, not everything that is faced can be changed. This is called a Current State Assessment. The assessment gives the client a clear-eyed view of what is possible and at what cost.

We compare the “current state” with what the client wants or what we call their “future state”, and the difference between the two is called the “Gap Analysis.” The Gap Analysis is when the client faces the reality of their quest for change. This is an important step because nothing can be changed until it is faced. As an example, Business Solutions has a client that wanted to change from their current state of operating two twenty bed nursing home facilities to building and operating two eighty bed Skilled Nursing Facilities. A big move that languished as an idea for years. We were able to help the client identify and face the challenges that would create the change they sought. Now change is on the way.

Maybe we should add another accolade to Mr. Baldwin's legacy: an early thinker on project management.