



Interview with Change Leader, Helen Campbell

Interview with Helen Campbell, Change Leader
and outgoing Board member of CMI



By Amelia Twiss

Helen is co-founder of CMI (with Caroline Perkins) and has been on the CMI Board since it was established in 2004. In addition to 8 years service on the Board she has been responsible for delivering:

- *Change Management Practitioner Competency Model Accredited Change Manager scheme in Australia and the UK*
- *Sourcing over \$3000 worth of discounts for CMI members*
- *The annual Australian Change Management Jobs Survey*
- *The 2012 CMI Global Change Management Survey*

She is also currently piloting the Education Provider and Course Endorsement process, which will be launched by the end of the year.

CMI: Helen, you have been on the CMI Board since the organisation was founded in 2004, what has been your proudest moment at CMI?

Helen: I am immensely proud of CMI. From humble beginnings (a conversation with Caroline on a bus in Sydney in 2004!) CMI has grown into a truly independent, credible and valuable representative body. This success is solely thanks to an amazing group of people who give up a lot of time to make it the organisation it is.

Probably my proudest 'moment' was the launch of the Accredited Change Manager scheme at the CMI Conference in 2010. This was the culmination of four years work. We'd started with the development of the Competency Model in 2006 and I worked with a fantastic team to develop it, pilot it and get it launched. The ACM is a tough standard to meet but extremely worthwhile; that's what our members wanted a high standard and a rigorous process.

CMI: Where do you think change management is headed in the future?

Helen: I have seen a couple of exciting developments in the 8 years since we set up CMI. Firstly the growing appreciation of Change Management as an organisational capability and not just a project discipline. The other is the fast growth of change management in countries where change has become a way of life for the whole society such as South Africa and some of the South American countries. I hope the change management profession in Australia follows the model in some other countries where change management is considered to be an important function and capability of the business. The roles available for Change Managers in those countries are both challenging and exciting.

CMI: What exciting future developments exist for CMI?

Helen: CMI is getting great traction. We're now in the UK, New Zealand and China, in addition to our six Australian Chapters. We have always been proudly independent and to a certain extent this can limit what we are able to deliver as we rely on volunteer labour and have limited funds. Having said that, we have some great runs on the board and plans in the pipeline. The launch of the Change Management Analyst Competency Model and the accreditation that goes with that will be very popular. I am currently managing the pilot of our Education Provider and Course Endorsement process, which will provide some reassurance to members who are looking for change management training. At long last we are introducing a new website and some great new software which will give our members a much better experience. We are also talking to a range of stakeholders about the development of a body of knowledge for our profession. CMI remains the only commercially independent professional body for Change Managers and this places it in a great position to serve its members.

CMI: What are you plans for life after CMI?

Helen: Wow I'm not sure! I will certainly miss it. Like the other Board members, I spend about a day a week on CMI so I'm not sure what I will do with all that time! I still have a huge passion for our profession so my business will get more attention. I also have a book half written and I would love to do more study – including learning Spanish. I'm one of those people who has to be constantly busy so I expect I will try to tackle all three! I will still be a proud member of CMI and you will still see me at the NSW Chapter events.

I know this isn't the Oscars but I would like to thank everyone I have had the pleasure of meeting in my time on the Board. Top of the list is Caroline Perkins and Christina Morgan-Meldrum, my follow long-time Board members they work so hard and have been incredibly supportive. I would also like to thank all the volunteers from across the chapters that I have had the pleasure of working with over the years.