









# Focus Group Findings

## Themes:

- OCM exists at varying levels across different parts of the organization
- Different business areas define and value OCM inconsistently
- There is an opportunity for partnering resources to work more collaboratively
- Staff and leaders will need to be supported during change efforts and transitions

## Opportunities:

- Define OCM process and services → how to find and request OCM
- Build awareness and formalize education org-wide
- Clarify roles and responsibilities between partnering resources
- Engage staff and leaders in the change process

## Recommendations:

- Define and formalize CalSTRS OCM and how to request services
- Develop a centralized location for OCM information and resources
- Create OCM educational opportunities for the organization across all levels
- Integrate clearly defined roles and responsibilities between Change Partners
- Provide support and development opportunities for staff and leaders to move through change

