



Change Management Works

→ failing to manage change doesn't

Change Management: *Helping people get past the "it's not going to happen" wall so that change sticks*

Start Here

There are **three key ingredients** for change:



Compelling Need

Prepare the organization. Make a case for why the change is necessary.

Communication

Manage expectations. Help Team Members understand the vision, what's changing and why.

Sponsor Support

Create alignment. Gain support from leaders and use them as change champions



CHANGE MANAGEMENT TOOLS

1

Preparing for Change

- Elevator Speech
- Key Performance Indicators
- Start/Stop/Continue
- Force Field Analysis
- Expectations Timeline
- Future State Chart
- Stakeholder Analysis
- Sponsor Assessment
- Threats/Opportunities Matrix
- RAID Log
- Training Plan
- What's Changing?
- Resistance Management

2

Managing Change

- Communication Plan
- Quick Wins
- Stakeholder Action Plan
- Status Reporting
- Reaction Survey
- Training Support Plan

3

Reinforcing Change

- 30/60/90 Day Plan
- Behavior Plan
- Resistance Management Plan
- Knowledge Transfer
- Behavior Survey

The End Goal: Successful Adoption

People - End users accept the changes

Process - The "old way" becomes obsolete

Technology - Training on the new system works