

## **CHANGE MANAGEMENT PLAN**

### **PREPARATION**

#### Scope

1. Who is affected? List all groups / individuals.
2. Who is invited to give input into the changes? Include both input into the change process and the final result.
3. How will the input be gathered (list all mediums) and assessed?
4. What is the timeline for the change from start of implementation to monitoring and maintaining? If staged, indicate stages of implementation.

#### Readiness

1. What is the value system of those affected by the change? If the values differ, list individually for each group / individual.
2. What type and how much resistance can be expected from each group / individual affected?
3. What will motivate each group / individual to change? Note different motivations.
4. What other changes, currently in the system, will have an effect on your initiative? Will they change your timing, your process, your end point?

#### Resources

1. Do you need a change management lead or team?
2. Who are the people you can call on to make decisions and implement the change? If the scope of the change is large, are there different people for different stages?
3. Do the people that have been put in charge have the authority to decide and will others follow them?
4. Does the project require a sponsor or champion at the board level?
5. Do you need or have the budget for the change?
6. What is needed to create buy-in?
7. If external input is gathered, develop the means by which the data will be assessed and determine who will do this assessment.

### **MANAGING THE CHANGE**

#### Communication

1. Is the change complex enough that you need a detailed plan so everyone is on the same page?
2. Who is the audience? Consider that there could be several.
3. People absorb information in different ways so use different mediums.
4. What are the drivers of the change / the impacts / the risks of no change?
5. What are your key messages? This may be one message but the maximum should be three.

6. Is the message easily articulated? Have you answered “*What’s in it for me (the recipient)?*”
7. Communicate your deliverables (include timelines).

### Sponsorship

1. The sponsor is there to visualize the big picture and steer decisions.
2. Who is the person / group that provides authority for the change, to champion the initiative?
3. Is the sponsor present and visible throughout? They need to actively lend a voice.
4. The sponsor may need to actively work on the change and step in if resistance arises.

### Coaching & Training

1. Establish designated coaches. Have they bought into the change and are they training to respond to questions and push-back?
2. How will you create buy-in?
3. Do you have on-going support and resources available after the change?

### Resistance

1. Assume that there will be some resistance and prepare for it in advance. Have you answered “*What’s in it for me?*”
2. Address resistance immediately.
3. Just like messaging, people need different levels of training to develop a level of comfort within the new environment.
4. Do your homework preparing for the change in advance and following the steps outlined in this document.
5. Develop a culture of ongoing change within your organization so new initiatives are accepted as a matter of course.

## **REINFORCEMENT**

### Assess

1. Analyze the stages of the change from initial discussions through to maintenance of the new environment.
2. Record any modifications to be made for the next time and if necessary develop corrective actions.
3. Celebrate successes during and after the change.