

CHANGE JOURNEY

6 STEPS TO PREPARE YOUR ORGANISATION

“An organisation that is ready for change will find it easier to implement and sustain the new ways of working, and therefore reap the benefits of the change”

The Effective Change Manager's Handbook, 2015

1 SHARED VISION OF THE FUTURE DESIRED STATE



Otherwise, how can we expect people to *want* to be part of the journey? There needs to be a shared understanding of the 'why' of the change and the required business results.

2 VISIBLE AND STRONG LEADERSHIP



Leadership is about people, about presenting a unified front to everyone. Leaders are role models of the mindset and behaviours required to produce desired outcomes. Leaders need to be open about the change strategy, their roles, and how changes will unfold.

3 APPROPRIATE AND REGULAR COMMUNICATIONS



Adequate two-way communication forums need to be in place from inception and throughout; they need to be monitored to ensure active (and effective) communications. Don't wait until 'full' information is available – silences can be filled by unhelpful rumours.

4 COLLABORATION



Collaborative relationships should exist between business as usual and the change team. Actively and directly seek the input of organisational people/functions involved in the change.

5 SUCCESSFUL CHANGE TAKES TIME



Appropriate time needs to be allowed for designing, planning, and implementing the change. Change does not happen overnight. People need time to adjust and work through change. Successful change takes time.

6 FOCUS ON PEOPLE



Are there sufficient resources available for the change effort? Are suitably qualified, authoritative and well-respected people involved? Does the reward system directly reinforce support for the change process and the future state? Is resistance listened to and addressed? Do we recognise that there will be people who don't want change, those who don't know, to (hopefully) the advocates?