

Change Management

Change management (also known as CM) is a collective term for all approaches to prepare, support, and help individuals, teams, and organisations in making organisational change.

Organisational change includes:

- ✓ Developmental change - changes that improve and optimize previously established processes, strategies and procedures.
- ✓ Transitional change - moving an organisation away from its current state to a new state in order to solve a problem, such as mergers, acquisitions including TUPE and automation.
- ✓ Transformational change - change that radically and fundamentally alters the culture, core values and operations.

Asses for change

The change management approach should look at the organisation's history, readiness and capacity to change. This can be achieved through data collection, planning, analysis and communication throughout. Simple tools consist of Gantt charts (horizontal bar chart) and flow charts although you will find that most larger organisations will use specific software tools. These could include ADKAR Analysis, Culture Mapping, Lewin's Change Model and Kotter's 8 step Change Model

Why Change?

- ✓ Acquisition and merger
- ✓ Current structure not fit for purpose
- ✓ External environment
- ✓ Restructure for growth

Considerations

- ✓ What are your key objectives?
- ✓ What will the benefits be to the organisation?
- ✓ What positive effect will it have on the people within the organisation and customers?
- ✓ Will it affect the way that people work within the organisation?
- ✓ How big is the change?
- ✓ How many people will the change affect?
- ✓ Is it a gradual or quick change?

Prepare for change

- ✓ What will we need to do to achieve the change?
- ✓ How much extra time (on top of their working hours) are people expected to work.
- ✓ Maintain and preserve your current standards
- ✓ Talk to the people who will be affected by the change and provide any relevant support
- ✓ Allow people to discuss their concerns
- ✓ How much resistance can be expected?
- ✓ Assess the project risks

Plan the change

- ✓ Communicate clearly with your employees
- ✓ Build awareness around the need for change
- ✓ Decide who is responsible for implementation
- ✓ Keep the goals of the change at the forefront
- ✓ What actions will the project include? decide
- ✓ Set achievable millstones

Implement the change

What's next? how shall we implement the changes?

- ✓ Ensure that all the people that are to be involved in the project and planning phase all have the relevant information and know what they are doing.
- ✓ Leaders should be motivated, trained and equipped to complete their mission
- ✓ Communicate throughout the stages

Sustain the change

- ✓ Make sure your employees are keen to follow the new way
- ✓ Offer training and advice

These are the first steps to ensuring projects deliver their intended results. For more information feel free to contact us.