

1. WHY IS THIS CHANGE NECESSARY?

- State the most compelling reasons to make the change.
- Define the anticipated benefits of the change.
- Determine what might happen if we don't make this change.

2. HOW CAN WE PREPARE FOR THIS CHANGE?

- Determine the barriers to this change.
- Identify who will be positively/negatively affected by the change.
- Create an inspiring narrative and comprehensive communications strategy.

3. WHAT IS THE ROADMAP FOR THE CHANGE?

- Identify both the formal and informal change leaders of the process.
- Determine the specific action components of the change process.
- Implement communications roll-out, answering questions and coaching team members throughout the process.

4. DOES THE CHANGE PROCESS HONOR OUR CULTURE?

- Determine/implement needed education, training, and/or resources.
- Reward positive behaviors.
- Manage resistance to change.

5. HOW WILL WE MEASURE THE SUCCESS OF THE CHANGE?

- Establish metrics for each stage of the change process.
- Implement course corrections as needed along the way.
- Review end state of change process to determine success.

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