

SIX KEY FACTORS IN CHANGE MANAGEMENT

This tool lays out six key factors for success in managing change for companies and organizations of all types. For each of the six factors, the tool lists the specific questions and issues to consider. Note: There is a science and an art to managing change, both in designing the process and in facilitating decisions so that real change occurs. People should keep referring to this checklist at every point in the process.

1. CLARITY OF VISION

- What does success look like?
- Why is the status quo not acceptable?
- What is the vision? How will people or society benefit if the change is achieved?
- How does the vision translate into specific benefits or costs?

2. STRONG CHAMPIONS

- Are the leaders of the organization involved?
- Do those leaders champion the change even when the going gets tough?
- Are other people with broad influence also championing the change?

3. CLARITY OF ROLES

- Are the right people at the table planning the change?
- Who ultimately decides?
- Who are other key stakeholders?
- What is the decision-making process?

4. SUFFICIENT RESOURCES

- Is there sufficient time for people to meet and resolve the issues that need to be resolved?
- Are there people to guide and facilitate the process?
- Once the plan is approved, are there resources with which to implement it?

5. ENGAGEMENT

- Are staff, volunteers and others who will implement the change engaged in examining options and developing recommendations?
- Are key outside groups and stakeholders also engaged?

6. COMMUNICATION

- Throughout the process, are people informed about what is going on?
- Is the communication proactive – not reactive?
- Does everyone have a clear idea of the steps in the process and people's decision-making responsibilities?