

Overall Approach Organizational Change Management



Activities

Deliverables

	Vision and Strategy	Sponsorship	Communication	Involvement	Education & Training	Org Impact Analysis	Org Alignment and Readiness
Activities	<p>Confirm Project Vision / Benefits and Assess Organization</p> <ul style="list-style-type: none"> Prepare interview questions Identify interviewees Setup and conduct interviews Compile results <p>Develop Change Management Strategy</p> <ul style="list-style-type: none"> Review change management recommendations and stakeholder analysis results Identify additional change mgt needs Compile change mgt strategy and plan 	<p>Conduct Project Sponsor Analysis</p> <ul style="list-style-type: none"> Identify project sponsors at all organizational levels Identify sponsorship needs Develop recommendations Educate sponsors regarding the sponsor role Develop and implement sponsor action plans Coach sponsors to manage through resistance 	<p>Conduct Stakeholder Analysis</p> <ul style="list-style-type: none"> Identify impacted stakeholder groups Assess impact and change needs Develop recommendations <p>Develop Communication Strategy and Plan</p> <ul style="list-style-type: none"> ID communication milestones Identify audiences Identify messages, timing, vehicles, and deliverer <p>Implement Communication Plan</p> <ul style="list-style-type: none"> Compose messages Review/revise Deliver messages 	<p>Develop Involvement Plan – Change Leader Program</p> <ul style="list-style-type: none"> Identify target stakeholders (change leaders) Define involvement needs Identify involvement opportunities from project plan Implement involvement plan 	<p>Develop Training Strategy and Plan</p> <ul style="list-style-type: none"> Identify training objectives Identify training audiences Identify training delivery methods Develop roll-out plan <p>Develop Training Curriculum</p> <ul style="list-style-type: none"> Review training objectives Identify training courses needed Create training matrix – audience by course <p>Develop Training Materials</p> <ul style="list-style-type: none"> Draft content Create materials Review and revise <p>Deliver Training</p> <ul style="list-style-type: none"> Schedule classes Conduct classes Evaluate/revise as needed 	<p>Conduct Org Impact Analysis</p> <ul style="list-style-type: none"> Review Stakeholder Analysis Review as-is and to-be processes Identify areas of change Describe change impact (jobs, skills, org structure, performance measurement) Compile analysis results 	<p>Align Organization</p> <ul style="list-style-type: none"> Review Org Impact Analysis Identify alignment needs Develop alignment recommendations Define implementation plans Compile alignment Plan <p>Conduct Change Readiness Assessment (iterative)</p> <ul style="list-style-type: none"> Prepare readiness questions Conduct assessment Compile results Develop recommendations <p>Develop Resistance Management Plan (on-going post-launch)</p> <ul style="list-style-type: none"> Review readiness recommendations Collect feedback Identify additional areas of resistance Develop and implement resistance mgt plan
Deliverables	<ul style="list-style-type: none"> Project Vision and Benefits Change Management Strategy 	<ul style="list-style-type: none"> Sponsor Action Plans 	<ul style="list-style-type: none"> Stakeholder Analysis Communication Strategy and Plan 	<ul style="list-style-type: none"> Involvement Plan (Change Leader Program) 	<ul style="list-style-type: none"> Training Strategy and Plan Training Program (curriculum, materials, etc.) 	<ul style="list-style-type: none"> Organizational Impact Analysis 	<ul style="list-style-type: none"> Alignment Plan Readiness Assessment Resistance Management Plan