

Change Management Flow Process

Outputs

STEP 1 – Stakeholder Management

- Identify the stake of all groups and individuals impacted by the change and/or who could influence the outcome of the change
- Analyze risk, resistance, and “what’s in it for them”
- Inputs: Org Charts

- Stakeholder Assessment
- Stakeholder Plan
- Change /Stakeholder Strategy

STEP 2 – Communication Planning

- Identify all stakeholders and target audiences.
- Identify all communication vehicles including media, audiences and frequency.
- Identify key events that will become campaigns and key messages for each campaign
- Identify monitoring and updating process
- Inputs: Stakeholder analysis; organization charts,

- Communication Plan
- Stakeholder Plan
- Campaign Plans

STEP 3 – Change Leadership Mobilization

- Involving stakeholders in owning, shaping, promoting and implementing the change,
- Create tools for change managers, (briefing notes, talking points, facilitation plans etc), and then educate key influencers and sponsors.
- Monitor and sustain executive leadership and commitment.
- Inputs: Communication Plan, Stakeholder Assessment Plan, Organization Structure

- Change Leadership Mobilization Plan
- Change Sponsors identified: Sponsor, Agent, Target, Advocate
- Change Tools identified

STEP 4 – Process Change Support

- Utilize functional process design workshops to capture process changes and identify training and communication needed to support ‘to be’ processes.
- Gather comprehensive list of process change impacts to identify changes by groups and processes.
- Inputs: Process Change Impact Templates

- Process Change: Impact worksheets, matrix, transition plan, execution of transition plan

STEP 5 – Organizational Alignment

- Compare current org. structure against future state design changes. Can the current org. structure fully enable & optimize the proposed change?
- Align organization vision, structure & roles
- Do Gap Analysis, Develop high-level organization realignment plan
- Inputs: Process Change Plan, Communication Plan, Dept. Specific Strategy Plans

- Organizational Transition Plan

STEP 6 – Learning and Performance Support

- Assess training needs from process change and organizational alignment needs.
- Reinforce and internalize appropriate performance phases
- Inputs: Business Specific – documentation and scenarios

- Training Strategy
- Training Curriculum
- Training Evaluation

