

Change Management: Keys to Project Success

Problem

Define and sell

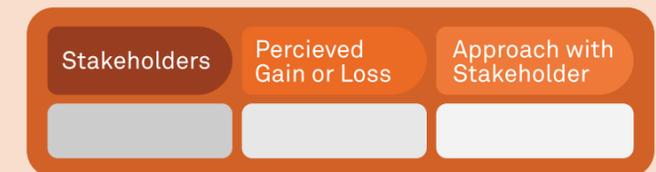


- Acknowledge and clarify the problem
- Determine root causes
- Explore ideal state
- Educate on need for change – “sell” the problem

Stakeholders

Identify, involve, accommodate

- Identify sources of resistance
- Involve and accommodate affected stakeholders
- Communicate—again and again

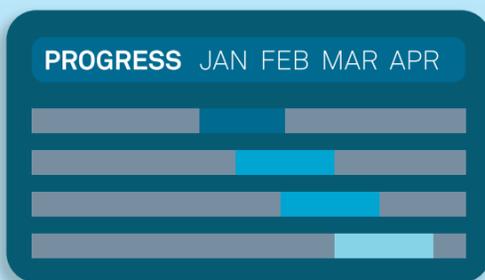


The Change

- Evaluate solutions and improvements
- Make the solution user friendly

Implementation

Develop and communicate the plan



- Assess risks, obstacles, and impact
- Plan for quick wins
- Communicate with stakeholders and adjust
- Anchor the change – integrate into documents, metrics, and audits

Competency

Build skill and confidence in new system

- Make the new process easy to learn
- Provide practice and job aids
- Support people during the “change curve” – the drop in productivity

