



# Checklist for Managing Change

## Change Planning

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- Have you developed a change plan?
- Have you created a clear and powerful case for change, identifying why the status quo is no longer appropriate?
- Have you assessed 'readiness for change': identified the forces supporting change such as sponsorship, prior experience of change, culture of continuous improvement
- Have you considered the ethics involved with this change process and identified appropriate guiding principles for the change process
- Have you planned to provide an opportunity for a suitable 'ending' to the old process?
- Have you completed an analysis of all the stakeholders in the change process and identified appropriate management strategies to address their needs and concerns?
- Have you identified any indirect impacts of the change eg to IT systems, facilities and accommodation, budgets, timing of other programs and services, start dates for changes and new staff, and responded with appropriate plans to address these impacts?
- Have you identified the type and nature of the communication and consultation process you will undertake – consider the outcomes you are seeking to achieve through the change as this will inform decisions about consultation, for example, do you want input on the decision itself; do you want to consult on the implementation process; do you want to keep stakeholders informed of progress but don't need their input?
- Have you planned appropriate learning and development activities to support the change process?

## Change Implementation

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- Are you keeping staff informed of the vision for the change, the status and progress of the change process and where they can get more information and support?
- Have you identified, informed and engaged all the appropriate parties you need to collaborate with in order to implement the change and all the stakeholders impacted by the change?
- Are you 'closing the feedback loop': responding to staff input, providing an explanation of what suggestions will be acted on and why some actions can't be taken (this will help manage expectations of the change outcomes and process)
- Are you helping staff keep perspective of what is 'business as usual' which can provide a base of the known and familiar whilst other things change?
- Are you providing timely and accurate feedback on the implementation process?
- Are you ensuring problem solving processes are responsive to issues they raise?
- Are you being responsive to the feedback and keeping stakeholders up to date with progress and how their feedback is being used?
- Are you helping staff implementing the change?

- Are you communicating regularly and using a variety of communication methods?
- Are you supporting the change by providing additional resources if required, reallocating or reprioritising work and resources and removing barriers to ensure staff implementing the change project can give it priority and so that workloads are manageable?
- Are you keeping your plans flexible so that you can manage unforeseen events?
- Are you ensuring staff have the appropriate skills to implement the change? Is training taking place in a timely way? Are staff able to practice their new skills?
- Are you supporting and managing individual responses to change?
- Are you promoting progress and communicating how the change is making a difference?
- Are you celebrating the successes in the project, including rewarding excellent performance, team rewards or team celebrations as appropriate?
- Are you managing the team's motivation, managing stress levels for yourself and supporting your team to manage their stress levels?
- Are your communication processes working effectively? Do you need to finetune any change management process?
- Are you effectively managing resistance? Could you be doing anything differently?

## Change Consolidation

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- Have you set new team and individual goals and performance measures to suit the new conditions?
- Do policies and procedures now reflect the change?
- Are you now reinforcing and rewarding behaviours and attitudes that support the new process?
- Do other systems and processes also reinforce the change?

## Change Evaluation

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- Have you completed a change evaluation with input from stakeholders?
- What have you learnt about change management and how can you see this being used in the future?
- Have you communicated the change outcomes to stakeholders?