

# Change Management

Beth Weesner  
Marketing Transformation Services  
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# Related Terms

- A Learning Organization
- CANEI: Constant and Never Ending Improvement
- Total Organization Change Programs
- Quality Management

# Change Management Defined

- Change Management is a structured approach to transitioning organizations from a current state to a future state
- A Change Management plan needs to address:
  - Awareness – of why the change is needed
  - Desire – to support and participate in the change
  - Knowledge – of how to change
  - Ability – to implement new skills and behaviors
  - Reinforcement – to sustain the change



# Change Management Models

- Unfreeze-Change-Refreeze
- Kubler-Ross
- Formula for Change
- PCI (People Centered Implementation)
- ADKAR

# Change Management Ingredients

- Executive Sponsorship and Participation – *lead by example*
- Metrics for Success – *proof points*
- Common Language – *for a shared understanding*
- Communications Plan – to provide information and solicit feedback
- Training Plan – *to augment skills and knowledge*
- Long-term Support – *for sustained success*

# Summary

- Effective change management is more important to a project's success than the technology deployed
- Change occurs first inside people's heads
- A comprehensive change management program aims to unfreeze, transition, and refreeze an organization's mode of operation

*"It takes all the running you can do to stay in the same place. If you want to get somewhere else, you must run at least twice as fast as that."*

- Alice in Wonderland

End