



CONTRIBUTORS AND DETRACTORS TO SUCCESSFUL BUSINESS CHANGE

TOP 10 CONTRIBUTORS TO SUCCESSFUL BUSINESS CHANGE

1. Visible and engaging leadership throughout entire change life cycle – Sponsor and Senior People Leaders
2. People leaders believe in the change and lead their teams with passion
3. The WIIFM is understood by all groups impacted by the change
4. There is clarity of why the change is needed, its objectives and benefits
5. A collaborative approach is adopted with frequent engagement and communication
6. Early and on-going engagement with impacted managers and employees
7. Pulse check to test for change activity effectiveness and for resistance management
8. Alignment of change objectives with the organisation's strategy and vision
9. A structured approach to change management with team capability developed to deliver the change well
10. Dedicated resource focused on the change management aspect of a project

TOP 10 DETRACTORS TO SUCCESSFUL BUSINESS CHANGE

1. Inactive and disengaged leadership, start with a hiss and a roar then disappear – poor Sponsorship
2. People leaders don't believe in the change and fail to lead their teams effectively
3. There is a lack of understanding of why the change is needed WIIFM, its objectives and benefits
4. Fear of job loss, or loss of position or control
5. Poor engagement and communication not tailored to the needs of impacted stakeholders
6. Lack of knowledge or ability of how to lead a business change well
7. Change fatigue – there has been too much change too quickly
8. Poor alignment of change objectives with the organisation's strategy and vision
9. Adhoc approach to change management where the team's capability has not been developed to deliver change well
10. Lack of resource focused on the change management aspect of a project

TOP 10 ACTIONS MANAGERS CAN TAKE TO EMBED CHANGE

1. Be 'mentally present' and 'physically accessible', attend meetings and play a part in critical decisions
2. Be supportive of the change and get people excited – paint a picture of the future
3. Remove roadblocks and provide resources when required to help deliver the change
4. Communicate why the change is needed, and keep communicating right through the lifecycle of the project
5. Acknowledge challenges and ask for help to solve them – collaborate and be honest
6. Create a change network – you can't do this by yourself, develop your people's capability to deliver change well so they can deliver the benefits of change
7. Clarify expectations especially with regard to roles and responsibilities
8. Listen to feedback, search for the nuggets and take on board as much as you can
9. Hold managers accountable for delivering their part of a change monitor resistance
10. Support and coach people leaders in how to lead through change – provide change management training at a level that is relevant to the business role