

# THE CHANGE JOURNEY

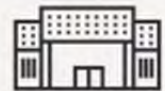
NAVIGATING ORGANIZATION CHANGE

## CHART THE COURSE

### 1. VISION & GOAL CLARITY



People need to know where they're going before they can get there.



Use discussion, storytelling, and scenarios to make the vision and goal crystal clear.

## ASSESS THE TERRAIN

### 2. LANDSCAPE MAPPING

Savvy leaders take the time to map the terrain and identify likely supporters, informal leaders, and expertise networks that can help drive the project to completion.



### 3. READINESS

Successful change projects begin with a readiness assessment.



How well have the **project** goals and processes been defined and tested?



How prepared are **users** for change?



How well positioned are **employees** for change?



How skilled are **leaders** in leading change?



How much capacity and bandwidth does **the organization** have for change?

## BEGIN THE JOURNEY

### 4. INVOLVEMENT



Successful leaders **engage people** thoughtfully so they're part of the creation and implementation process. In the most effective initiatives, people affected by change contribute ideas, suggestions, and create solutions.

### 5. COMMUNICATION



In the midst of change, people need to know **what is happening, when it's happening and how it will affect them**. It's not just sending emails. People need opportunities to ask questions, identify implications, and learn how change will affect their work.

### 6. LEADERSHIP COACHING



Leading change is very different than leading a team through routine operations. A good coach can **help the leader stay focused on the goal** and strategize how to help people make the transition.

## ADAPT & CREATE

### 7. LEARNING & EXPERIMENTATION



The most successful initiatives make learning and experimentation a positive, integral part of change. Encourage people to try new things and make sure they don't get penalized for errors while learning.

### 8. BARRIER BUSTING



A change can fail if antiquated processes, outdated organization structures, misaligned reward systems, and other barriers to progress aren't identified and addressed.

### 9. REINFORCING SUCCESS



Often leaders focus so intently on fixing problems that they forget to reinforce successes. Calling attention to success helps people refocus from old ways of doing business to new, build momentum, and maintain the kind of energy needed to drive change.

