

Change Management Office Insights

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Some of the Biggest Known Obstacles

- Lack of active sponsorship / championship leads inconsistent communication
- Ineffective and misaligned communications leads to confusion
- Lack of change buy-in creates more resistance
- Lack of knowledge for change management and the value it brings comprises success on many levels
- Change resistant culture due to history of failed changes, internal politics, silos, personal agendas (to name a few) leads to pandemonium
- Project management adjustments without considering impacts to change management leads to poor end-user experience and unrealistic expectations on the change team(s)

WHAT TO DO DIFFERENTLY NEXT TIME

- Clearly defined roles & expectations within the change team(s) to increase efficiency
- Robust stakeholder analysis and engagement approach to help drive stakeholders up the commitment curve
- Effective change leadership training, coaching, alignment, and engagement with sponsors, champions, coalition to ensure proactive, effective, and confident involvement throughout the lifecycle
- Early change management engagement with sponsors, champions, coalition network of change agents and leads to help create more support and help employees to better prepare for the change
- Proactively prepare and assess resources, budget, and potential risks needed during the project planning phase to avoid setbacks. This also includes incorporating employee feedback and putting greater emphasis on the user experience
- Active and transparent communications to build awareness of project goals and expectations, increase engagement and alignment, reduce communication barriers and illusory truths
- Increase training and preparation for stakeholders and spend more time in planning and training phases to avoid extending Hypercare, reduce post go live issues, and ensure the end user is confident and prepared to do their job at go live and beyond
- For the love of God, integrate project management and change management because both must work together to achieve a successful change

TOP FIVE FOCUS AREAS TO IMPROVE AND INCREASE SUCCESS

- Greater awareness of the need for change
- Increase leadership and coalition support; engage 9-12 months before go-live
- Greater importance on communications and end-user training
- Enhance integration and collaboration with project management
- Greater demand for change management competency building, training and coaching