



CHANGE PLANNING TOOLS

(Optional appendix to the Change Plan Template)

September 2019

Why Change Fails and The Essential Ingredients to Successful and Sustainable Change

Why change fails:

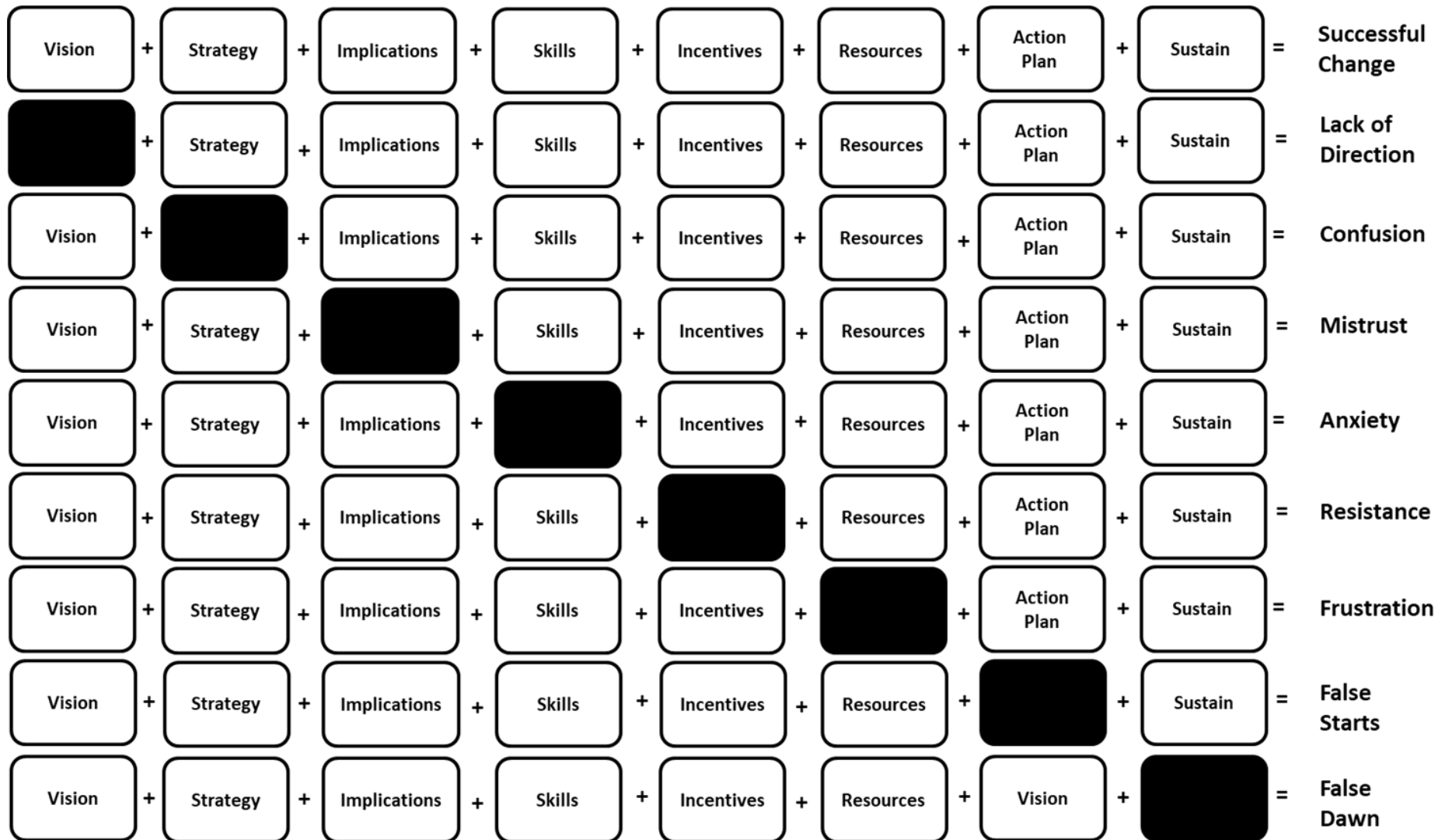
1. People don't like change.
2. Lack of clarity about what we are trying to achieve and why
3. The implications are not fully understood
4. Obsession with process over outcomes
5. Inertia
6. The project is set up to fail
7. Poor communications & disingenuous engagement
8. We forget that emotions trump logic every time
9. A change-averse culture
10. Leadership doesn't stay the course

Essential ingredients to successful change

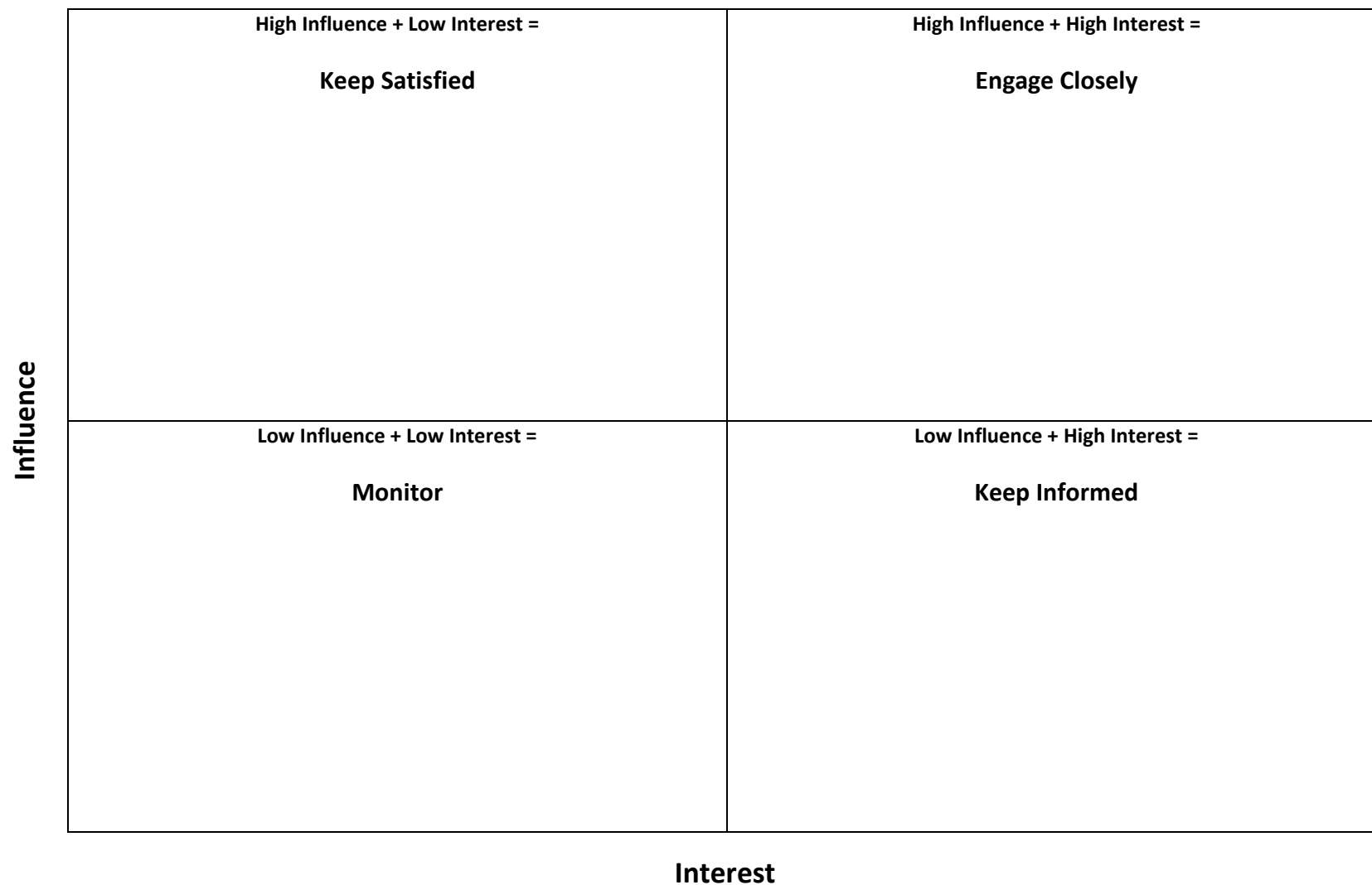
1. A Change Catalyst to drive delivery
2. Complete clarity about what we are trying to achieve and why
3. Detailed understanding of the implications of the change
4. Laser-like focus on the outcomes
5. Find the emotional triggers
6. Genuine engagement of people at all levels
7. Clear accountabilities, responsibilities and decision making
8. A change process that includes a 'pause for reflection'
9. Strong, committed, aligned and unwavering leadership team
10. Establish an enabling, change-ready culture



Successful change requires more than a vision ...



Stakeholder Impact Assessment



Stakeholder Segmentation

	Advocates <i>For the change and influential</i>	Acceptors <i>Likely to go along with the change</i>	Neutrals	Sceptics <i>Able to be persuaded</i>	Resistors <i>Against the change</i>	Saboteurs <i>Against the change and influential</i>
Key Names						

Stakeholder Analysis

Stakeholder	Segment (Advocate - Saboteur)	Impact of the change on them (L/M/H)	Influence on the project (L/M/H)	What is important to the stakeholder?	How could the stakeholder contribute to the project?	How could the stakeholder block the project?	Strategy for engaging the stakeholder