

What is Change Management

- ◆ Change management refers to the tools and processes used to manage change within a project and its team.
- ◆ To fully understand the definition of change management, you must break it up into its two components: change and project management.
 - **Change:** This is anything that transforms or impacts projects, tasks, processes, structures, or even job functions
 - **Project management:** This refers to the process of managing a project team and monitoring their activities to meet project goals

Types of Change Management

- **Anticipatory:**

- This involves planning changes in advance of an expected situation.

- **Reactive:**

- A reactive approach is used when an unforeseen event occurs. This type of change management is often employed in crisis situations.

- **Incremental:**

- This refers to introducing gradual changes over a prolonged period, such as the ongoing addition of new features to an existing app.

- **Strategic:**

- These changes are much larger and can affect the overall direction of an organization.

Applying Change Management

- **Apply a Structured Methodology**

- Using a structured methodology helps you be direct and targeted and helps you avoid missing key considerations.

- **Customize and scale your approach**

- You can follow a similar change management process, but the resulting outputs must be scaled and customized based on the change itself and those being impacted.

- **Dedicate a resource**

- A dedicated resource provides focus and a single point of contact. The resource can be someone on the team or someone supporting the team, but there needs to be someone focusing on change management.

- **Work in Collaboration with the project Team**

- Work deliberately to create a partnership with a singular goal in mind—delivering the intended results and

Steps to Change Control Process

- Propose Change
- Impact Summary
- Making Decision
- Make the change
- Closure

3 Factors for Change Management

- Scope
- Budget
- Quality

Change Management

- Acknowledge and understand the need for change.
- Communicate the need and involve people in developing the change.
- Develop Change plan.
- Implement Change Plan.
- Evaluate progress and celebrate success.

3 Step in Project Management

- Define and prepare for your Change
 - What does your project look like if the change has been successfully implemented?
 - Which KPIs you will use to tell you that you've been successful.
 - How far is your ideal state from the current state?
 - Who or what will be impacted and how?
 - Could there be any unintended consequences of making this change?
 - How might you mitigate this?
 - Are there any roadblocks you or your team will need to overcome?

3 Step in Project Management

- Implement and manage change
 - Monitor your progress so that as questions or issues arise, you can solve them before they become too large or impediments to successful change.
 - Think of yourself as a coach here, you have a playbook (your plans) but you want to adapt as the game goes on. Remember, it's important not to celebrate your win too soon!
 - Remember those KPIs (key performance indicators) you set back in step 1? Tracking your progress against them in this phase is really important.

3 Step in Project Management

- Maintain Your Change (adoption)
 - Remember those KPIs (key performance indicators) you set back in step 1? Tracking your progress against them in this phase is really important.
 - It can also be really helpful to recognize those who are really committed to embracing the change you've made.
 - If it takes time for a change to take hold, have some patience. Remember to celebrate your successes along the way.

Steps to make more successful Change

- Identify what will change
 - The first step is to clearly define the desired outcome of the change. Identify the specific change that's coming and clarify goals around the outcomes of that change.
- Present a solid business case to gain buy in
 - Buy-in at the executive level is critical for pushing through any successful change, whether you need support financing the endeavor.
- Create a road map
 - Once you've established, articulate your plan for change by creating a roadmap. This is your documented strategy for implementing change.

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Aasna's Way to change Management

◆ Define your "WHY"

- Before you introduce a major change to your organization, you first need to ask yourself:
 - ◆ Why are you doing this?
 - ◆ What pain points is this change solving?
- Though not every member of your organization will be thrilled with the change—because we're all pretty change averse—having a concrete reason for why you're doing this will help.

◆ Discover your Now

- In order to implement broad-scale change, you first need to start small. Choose one workflow to implement in the new system first, so your Adoption Alliance can build practices and examples before you roll it out completely.

Aasna's Way to change Management

◆ Design your first workflow

- This is your chance to test out your new change on one workflow or process. Your convention setter should hold training for the selected team or workflow.
- Make sure your product advocate is also on hand to help celebrate wins and document the process working effectively.

◆ Enable your team and celebrate wins

- While your proxy team is getting set up in your chosen workflow, make sure to check in with them frequently about their progress, and celebrate any wins—even small ones.

Aasna's Way to change Management

◆ Set up for future success

- At this point, your proxy team should be up and running in the new way of operating. To prepare to introduce this change to rest of your organization, use this time to:
 - ◆ Celebrate the team's early victories
 - ◆ Collect regular feedback
 - ◆ Monitor tool adoption
 - ◆ Build upon best practices

◆ Measure and Expand use

- Use the training sessions, FAQ documentation, and prep you've done with your proxy team to help guide the rest of your organization.

Benefits of change management

- ◆ Higher rate of success
- ◆ Reduced Risk
- ◆ Improved management of future change
- ◆ Consistency when managing team
- ◆ Better alignment of practice and values