

QUICK GUIDE TO SIMPLIFYING CHANGE

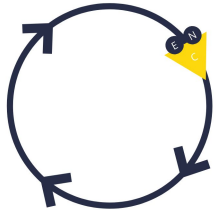
Three Interactions

There are three interactions, or *phases*, we have with change:

- Engage
- Navigate
- Adopt



The interactions and relationships found in both engagement and navigation steers the change itself.



The behaviors and patterns of adoption begin to create the environment for continuous cycles of change. This environment then becomes a fluid, living interaction between all actors involved with ease allowing the focus to stay on engagement and navigation.

Three Relationships

There are three “exchange” relationships in each of the three interactions:

- People
- Capacity
- Information

We identified three interactions each person, team, or department will encounter with change. We can also identify three relationships that drive the success of each interaction.

The three relationships of **people, capacity, and information** have varying levels of interactions with change.

Here is a brief checklist to help you build you think differently as you build your roadmap.

During each interaction address the relationships in each area listed.

Engage	People	Capacity	Information
	Individuals	Skills	Access + Availability
	Teams	Culture	Communication Flow
	Leaders	Processes	
Navigate	People	Capacity	Information
	Leverage responses to change	Skills	Clearly defined mission
		Culture	Clearly defined endgame
		Processes	
		Utilize existing talent in new ways	
Adopt	People	Capacity	Information
	Behaviors being modeled	Sustainability	Internal communication
	Internal adoption (pendulum)		External communication