Practical Management for Career Readiness

Effective Problem Solving and Decision Making
Module 4

with Rob Stone, M.Ed., PMP

Implementing Decision Results

Implementing results means things will change

Change is not always easy for everyone

Manage the change in a reasonable and understanding way

Change Management Processes

1. Prepare for Change

1.1 Develop the change management strategy

1.2 Prepare the change management team

1.3 Develop the sponsorship roles and model

2. Manage the Change

2.1 Develop change management plan
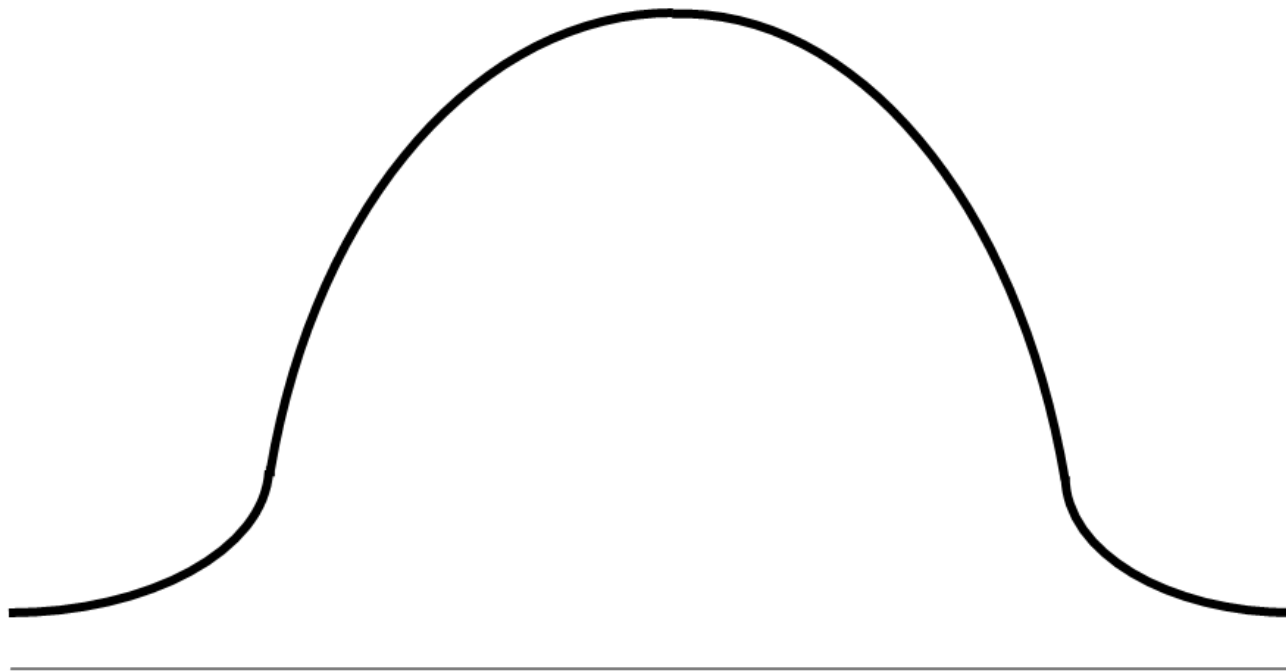
2.2 Take action and implement the plan

3. Reinforce the Change

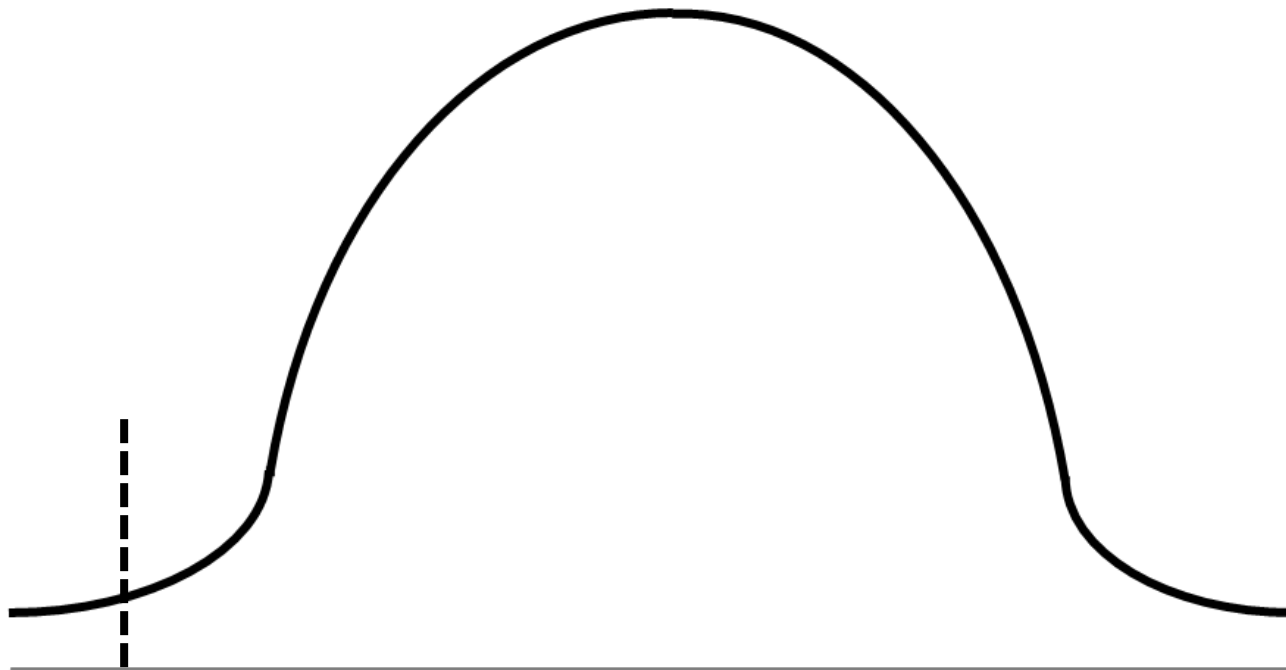3.1 Collect and analyze feedback

3.2 Diagnose gaps and manage resistance

3.3 Implement corrective actions and celebrate successes

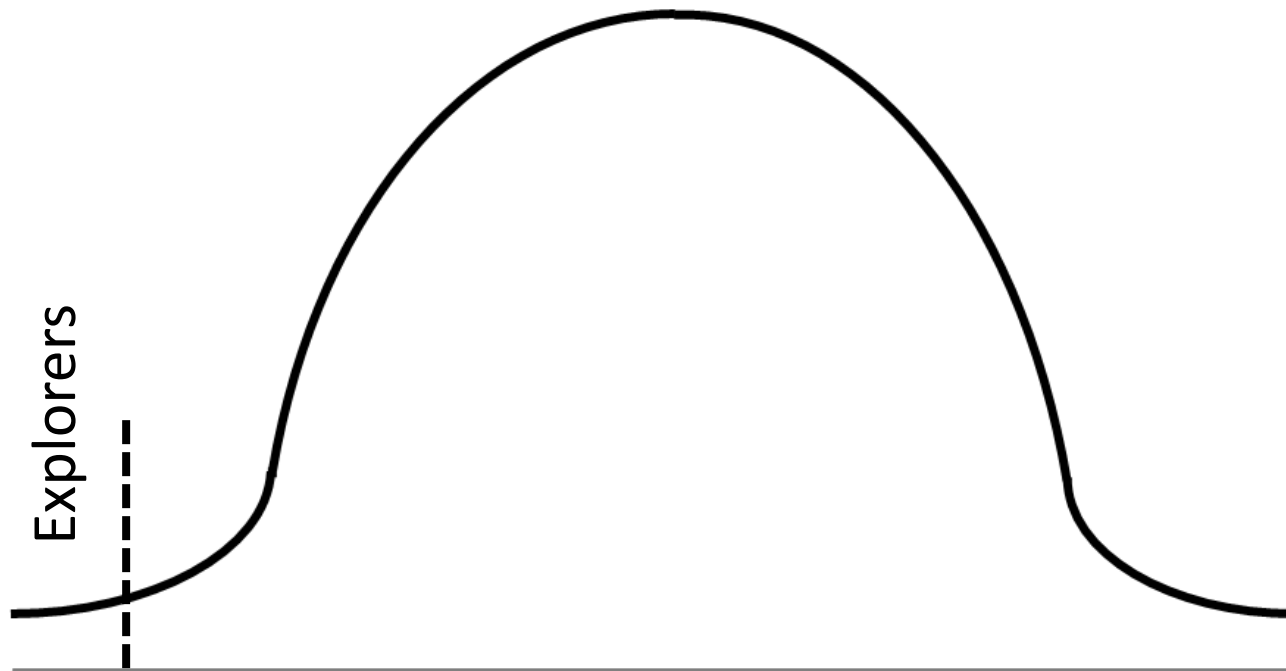http://www.change-management.com/tutorial-change-process-detailed.htm#Process
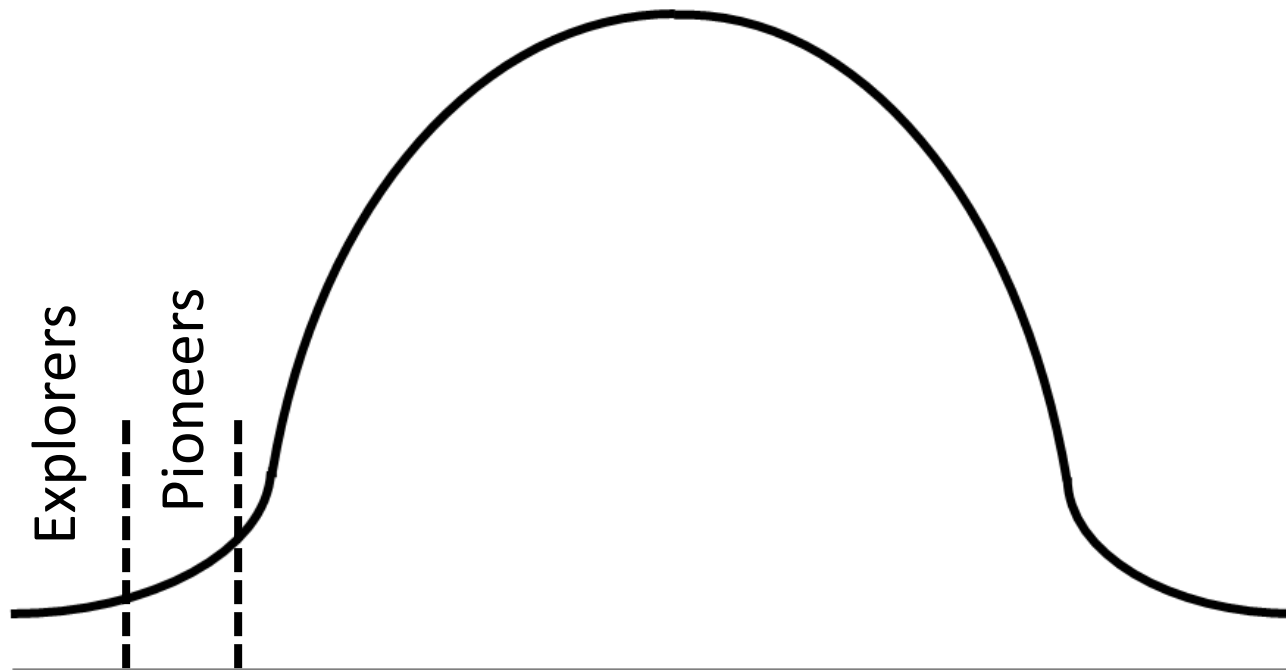
Organizational Change Curve

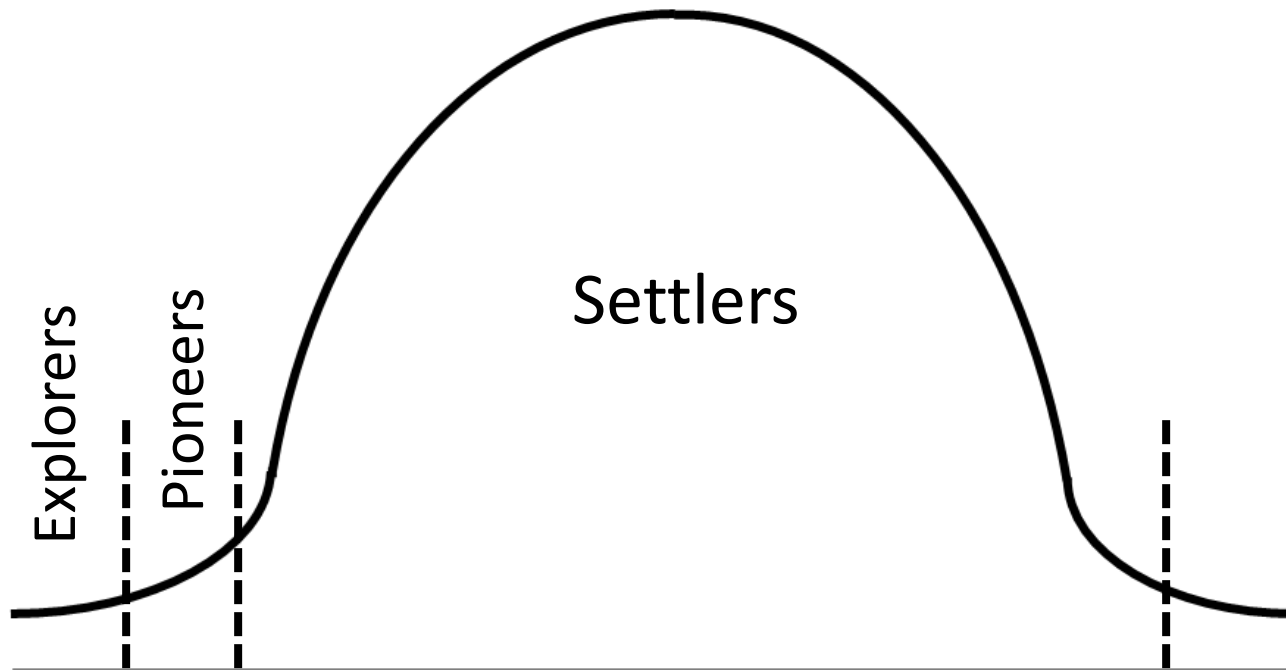# Organizational Change Curve
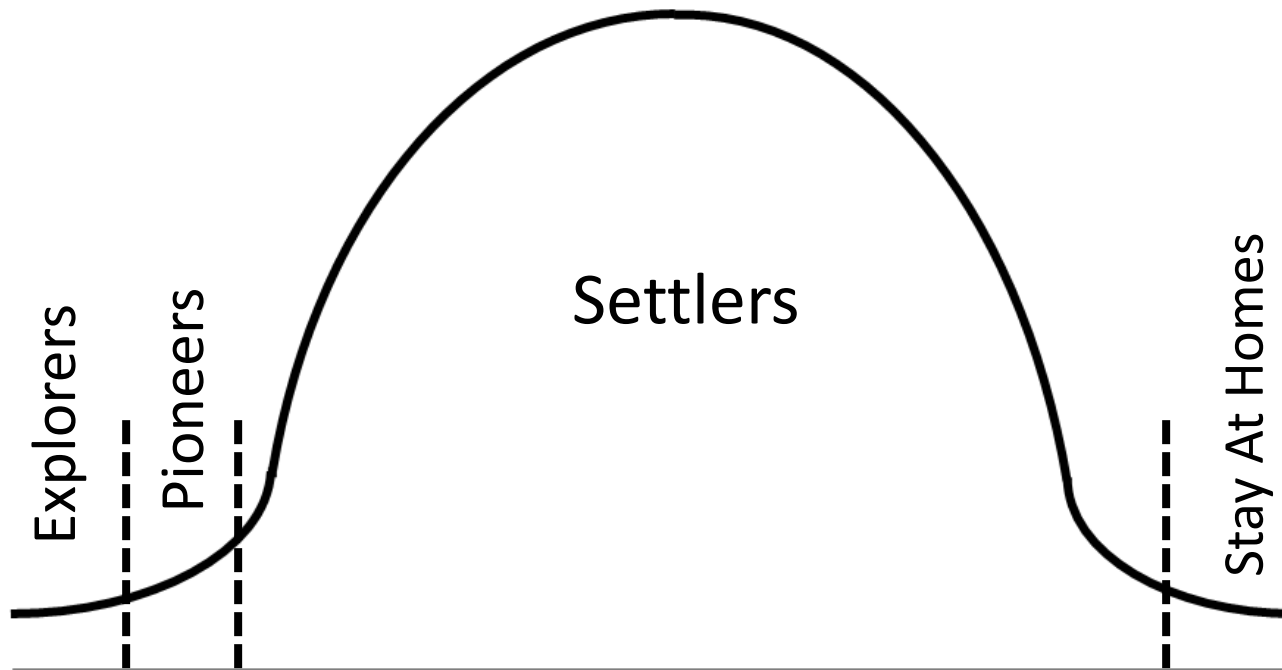
Organizational Change Curve

Explorers

Organizational Change Curve

Organizational Change Curve

Organizational Change Curve

Minor and Major Changes

What is a minor change?

Any change that only affects a small part of what is planned or is being done and can be implemented as the result of decision or a change order

What is a major change?

Any change that requires new planning or changes an existing plan, effort, or process

Change Request/Approval Form

What is being changed: Account Number?	Date:	Change No:

Involved Manager(s):

Change Requested By:

Description of the Change:

Recommended Actions:

Estimated Effect on Cost:

Estimated Effect on Implementation:

Estimated Effect on Quality:

Change Approved By:

Minor Changes: Change Order

Major Changes

- Automating an existing manual process

- Implementing a new patient tracking system

- Moving the deadline on a large project

- Changing how people do their daily work

- Adding to the scope of a project

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