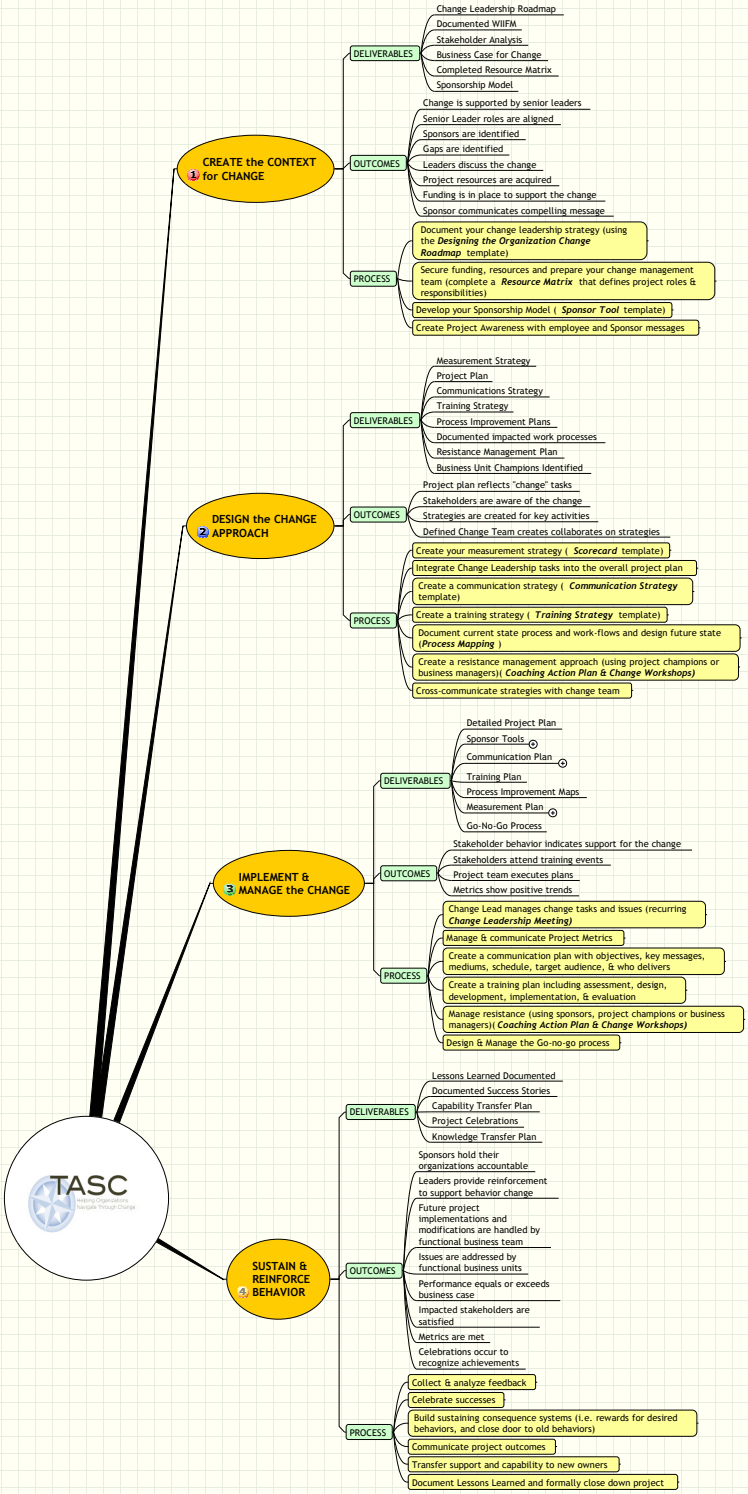
TASC
Helping Companies Navigate Through Change
1 CREATE the CONTEXT for CHANGE
DELIVERABLES
Change Leadership Roadmap
Documented WIIFM
Stakeholder Analysis
Business Case for Change
Completed Resource Matrix
Sponsorship Model
OUTCOMES
Change is supported by senior leaders
Senior Leader roles are aligned
Sponsors are identified
Gaps are identified
Leaders discuss the change
Project resources are acquired
Funding is in place to support the change
Sponsor communicates compelling message
PROCESS
Document your change leadership strategy (using the Designing the Organization Change Roadmap template)
Secure funding, resources and prepare your change management team (complete a Resource Matrix that defines project roles & responsibilities)
Develop your Sponsorship Model (Sponsor Tool template)
Create Project Awareness with employee and Sponsor messages
2 DESIGN the CHANGE APPROACH
DELIVERABLES
Measurement Strategy
Project Plan
Communications Strategy
Training Strategy
Process Improvement Plans
Documented impacted work processes
Resistance Management Plan
Business Unit Champions Identified
OUTCOMES
Project plan reflects "change" tasks
Stakeholders are aware of the change
Strategies are created for key activities
Defined Change Team creates collaborates on strategies
PROCESS
Create your measurement strategy (Scorecard template)
Integrate Change Leadership tasks into the overall project plan
Create a communication strategy (Communication Strategy template)
Create a training strategy (Training Strategy template)
Document current state process and work-flows and design future state (Process Mapping)
Create a resistance management approach (using project champions or business managers)(Coaching Action Plan & Change Workshops)
Cross-communicate strategies with change team
3 IMPLEMENT & MANAGE the CHANGE
DELIVERABLES
Detailed Project Plan
Sponsor Tools
Communication Plan
Training Plan
Process Improvement Maps
Measurement Plan
Go-No-Go Process
OUTCOMES
Stakeholder behavior indicates support for the change
Stakeholders attend training events
Project team executes plans
Metrics show positive trends
PROCESS
Change Lead manages change tasks and issues (recurring Change Leadership Meeting)
Manage & communicate Project Metrics
Create a communication plan with objectives, key messages, mediums, schedule, target audience, & who delivers
Create a training plan including assessment, design, development, implementation, & evaluation
Manage resistance (using sponsors, project champions or business managers)(Coaching Action Plan & Change Workshops)
Design & Manage the Go-no-go process
4 SUSTAIN & REINFORCE BEHAVIOR
DELIVERABLES
Lessons Learned Documented
Documented Success Stories
Capability Transfer Plan
Project Celebrations
Knowledge Transfer Plan
OUTCOMES
Sponsors hold their organizations accountable
Leaders provide reinforcement to support behavior change
Future project implementations and modifications are handled by functional business team
Issues are addressed by functional business units
Performance equals or exceeds business case
Impacted stakeholders are satisfied
Metrics are met
Celebrations occur to recognize achievements
PROCESS
Collect & analyze feedback
Celebrate successes
Build sustaining consequence systems (i.e. rewards for desired behaviors, and close door to old behaviors)
Communicate project outcomes
Transfer support and capability to new owners
Document Lessons Learned and formally close down project