

HELLO AND WELCOME TO TRACK TRAINING TIPS NUMBER 36.

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Hello All

For a change this morning the sun is currently burning through the windows of my office. Does this mean spring/summer may have arrived at last?

Talking of Change I am currently in the middle of delivering lots of 'Essentials of Effective Change Management' down in the South West. As ever, this is one of the most demanding of areas to be tackled by organisations of any shape and size. However, there are some basic do's and don'ts to follow – they may not guarantee success – but they almost certainly guarantee failure if you ignore them.

To that end, I thought I would like to share the following with you.

FUNDAMENTALS OF CHANGE MANAGEMENT – SUMMARY OF KEY STEPS AND TOOLS/TECHNIQUES

	Key Step	Tools and Techniques
1	Clarify the need for change. Identify the need for change in terms of why we must change, what must be different, results of not changing	Environmental scanning PESTLE STEP SWOT
2	Analyse readiness for change. How difficult will it be to change what we do.	Force field analysis
3	Create a guiding coalition. Build an unstoppable team to lead the change.	Identify stakeholders Identify Change Champions/Agents Project Management Leadership Development Team Building Communications skills
4	Create the Vision for the future. An inspirational direction for the organisation, identify gap between where we are and the desired state, plane the first few steps.	SWOT Gap analysis Mission, results, KPI's
5	Create a Communication strategy. Use simplicity, metaphor, multiple forums, repetition, leadership by example, two way.	Communication strategy Wide variety of means/media
6	Re-design the organisation. Produce an organisation that can	Workflow analysis Process mapping

	deliver the results	Culture and values Job redesign Identify blockages
7	Unfreeze the Organisation. Enable the organisation to take the first few steps.	Empowerment Reward and recognition Training and Development
8	Implement Change. Plan the first few steps, milestones, quick wins.	Communications strategy Project management Celebrate success
9	Review and evaluate progress.	Project management KPI's
10	Refreeze the organisation. Embed new ways of working into culture	Celebrate success Induction Rewards and incentives

If you would like an explanation of any of the key steps, please feel free to give me a call.

Yours Sincerely

Dave Chesters

PS We are now offering a suite of 'open courses' for organisations that may not have sufficient numbers of delegates to run them in house. The venue is Stone, Staffs.

PPS Don't forget that you can now access all the previous 'Tips' on the website at www.tracktrainingservices.co.uk