Checklist For Managing Change

Build Leadership Support in Your Team

- Educate your senior managers about the business drivers for change and the risks of not changing.
- Share the EAM Story.
  - What is EAM?
  - Why are we changing?
  - Why now?
- Solicit and listen to management feedback.
- Connect project to organization’s strategy and goals.

Actions to Create Awareness

- Describe the current state of the business and share the business issues or opportunities
- Explain why a change is needed now, share the risks of not changing
- Share a vision for the future, explain the nature of the change and show how the change will address the business problems or opportunities
- Answer the questions, “How will this change affect me?” and “What’s in it for me?”
- Be proactive, vocal and visible, communicate frequently, including face-to-face conversations.
- Listen and be open to dialogue and resistance
- Tell employees what they can expect and when
- Repeat key messages over and over
- Share plans with customers and suppliers
- Show project milestones and provide progress updates
- Communicate clearly and honestly about aspects of the project that are still unknown.

Source: Prosci® Change Management