ChangeQuest
enabling lasting change
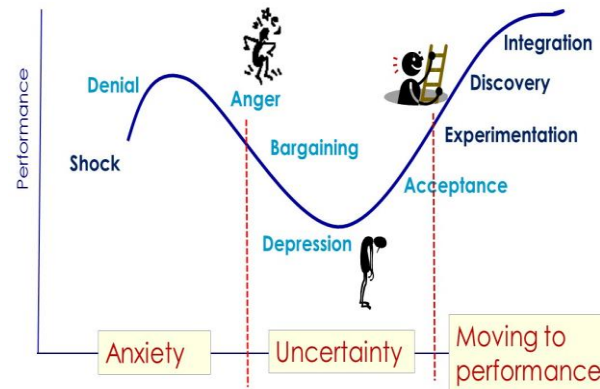
"It is not the strongest or the most intelligent who survive, but those who can best manage change"
Charles Darwin

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Research shows top contributors to successful change are:

- Active, visible sponsorship
- Structured change management approach
- Dedicated change management resources
- Frequent and open communication
- Employee engagement and participation
- Integration with project management
- Support from middle management

Prosci 2014 – Best Practices in Change Management

Performance
Denial
Shock
Anger
Bargaining
Depression
Integration
Discovery
Experimentation
Acceptance
Anxiety | Uncertainty | Moving to performance

ENDING | **NEUTRAL ZONE** | **NEW BEGINNING**

Acknowledge losses openly, Honour the past

Create temporary structures, Encourage risk taking

Re-iterate purpose and vision, Plan for some quick success

Bridges 1991

$$C = [ABD] > X$$

C = Change

A = Level of dissatisfaction with the status quo

B = Desirability of the proposed change or end state

D = Practicality of the change (minimal risk and disruption)

X = "cost" of changing (effort, discomfort, exposure, difficulty, risk)

Change Network

The Learning Dip
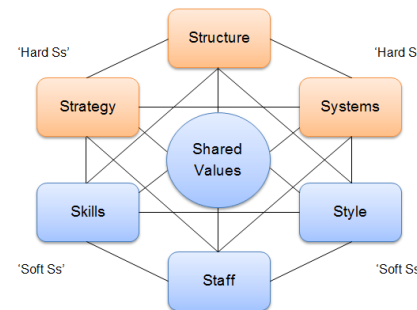Impacts performance

Performance
Time
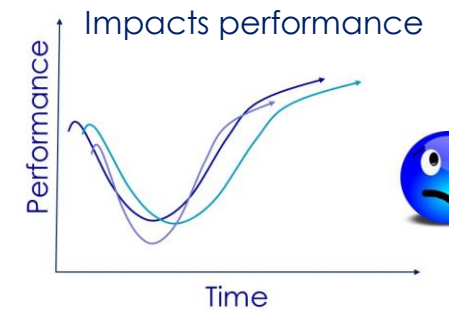
Leadership, communication and engagement

Uncertainty
Too many unknowns
Lack of information
New things to deal with

Certainty, information
Feeling in control
Being listened to
Have some autonomy

Anxious, think less clearly

Willing to learn, motivated

Organisational impact

'Hard Ss'
Structure
'Hard Ss'
Strategy
Systems
Shared Values
Skills
Style
'Soft Ss'
Staff
'Soft Ss'

Sustaining change
- Carrot
- Stick
- Burning bridges

Levers for change

We offer accredited training courses:
Change Management Practitioner, AgilePM®, PRINCE2®,
MSP® Managing Successful Programmes, Facilitation Skills
Or shorter tailored versions of these for your teams.
People skills courses include Project Leadership, Stakeholder Engagement

Further reading

The Effective **Change Manager's Handbook**
Essential guidance to the change management body of knowledge

For more resources related to project and change management please visit www.changequest.co.uk
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