Workplace Change Management Playbook at a glance

PHASE **OBJECTIVE** STEPS

Of

Strategize

To understand the overall change context and vision, and to develop the CM strategy

INTEGRATE

the workplace modernization vision

ASSESS

to better understand the change context and benchmark the change adoption

023456

DETERMINE

7

15

change management roles, responsibilities and relationships (3R)

DRAFT

the CM strategy

8 9

that translate the CM strategy into reality

Plan

To develop plans

DEVELOP

your CM strategy into action-oriented plans

10 11 12 13

Develop a COMMUNICATION

14

plan to create awareness and inform employees of the change

Develop an **ENGAGEMENT**

plan to involve employees and build desire for the change

Develop a **TRAINING**

plan to ensure all employees have the necessary skills, knowledge and competencies to adopt the change





Implement

COMMUNICATE

the WHY and HOW of the change to employees using various methods



ENGAGE

employees through various activities to build desire for the change

TRAIN

employees to develop new skills and behaviours, and suport them in their roles















To monitor change adoption, and to make adjustments to planning and implementation as necessary

To drive change

adoption and

move the

ANALYZE

change management metrics and monitor employee adoption

24 25 26 27

SUSTAIN

the change by reinforcing new behaviours, and addressing gaps and resistance

Revisit Plan & Implement phases and make adjustments

YES CELEBRATE!

Tools

- Change inventory and impact assessment
- Change readiness assessment
- ADKAR change-o-meter assessment
- Stakeholders map
- Guide to assessing the sponsor and champions, and Sponsorship assessment
- Project readiness assessment
- Change management team 3R template
- Change management strategy template
- Change management strategy presentation template
- CM/PM integrated plan template
- $\mathbf{11}$ Sponsorship roadmap
- Change management activity tracker
- Workplace performance modernization
- Communication plan template
- 15 Engagement plan template
- Training plan template
- Intranet page template
- FAQ template
- Fact sheets
- Pilots and demonstration spaces
- 21 Engagement sessions and activities
- 22 **Toolkits**
- Workshops
- Workplace performance modernization tracker
- Feedback strategy options
- Change management activity tracker
- Lessons learned template