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Workplace Transformation Program

  CHANGE MANAGEMENT ACTIVITY JOURNAL

 **VERSION 1.0**

 **Date:** JANUARY 2024

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# Objective & Instructions

**\***The **French version of** this document can be found here : [FR version](https://wiki.gccollab.ca/images/e/eb/Change_Management_Activity_Journal_FR.docx)

The Change Management Activity Journal aims to help you collect meaningful information/data throughout your project, every time you complete a CM activity. You can use the gathered information/data to prepare your [Project Story](https://gcdocs.gc.ca/tpsgc-pwgscdav/nodes/450132275/cc__) and your [Workplace Employee Experience Final Report and Action Plan](https://gcdocs.gc.ca/tpsgc-pwgscdav/nodes/450132275/cc__) during the Post-occupancy phase. The journal also becomes a great reference for anyone who joins the project team mid-project, like a new sponsor or change manager, to get caught up on what’s been done so far.

**Activity Table**

* After an activity is conducted, complete the Activity Table (see description in each column) by entering the statistical data.

**Activity Template (1 for each activity)**

* Once you have entered the data in the Activity Table, complete the Activity Template by capturing the required information;
* Here is a description for each fields:
	+ **Date**: Enter the date when you completed the activity;
	+ **Link to photos**: Add links to photos pertinent to the activity (if applicable);
	+ **Main objective**: Select one of the options that better represent the main objective of the activity;
	+ **Objective met**: On a scale of one to five, one being a failure and five being a success, or by entering a percentage, specify how well you feel the activity objective was met;
	+ **Project sponsors in attendance**: Enter the name of the sponsors who participated in the activity (if applicable);
	+ **Key contributors in attendance**: Enter the name of the key contributors who participated in the activity (if applicable);
	+ **Three elements/Highlights that were successful**: Identify three elements or highlights from the activity you deemed successful;
	+ **Three elements that could be improved**: Identify three elements from the activity that could be improved;
	+ **Metrics**: Specify metrics or key performance indicators that were used or created to measure the effectiveness, the adoption and/or the success of the CM activity;
	+ **Tools/Documents used**: Specify and include links for all documents and/or tools, from the CM Program-in-a-box or your own, that were used to conduct the CM activity;
	+ **Employee testimony**: Add two or three employee testimonies (50-75 words max. each) that reflect the participants’ perception of the activity;
	+ **Additional notes/Analysis**: Add additional notes or information (200 words max.) that is pertinent to the activity or could be useful as part of your journal.

# Activity Table

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Management Activities | Date | # Sessions | # Invitation | # Participants |
| *List all change management activities, from the CM Program in-a-box or your own, that were conducted as part of your modernization project* | *Enter the date or date range when the activity was conducted* | *Enter the number of hosted sessions (if applicable)* | *Enter the number of employees who were invited (if applicable)* | *Enter the number of employees who participated in the activity (if applicable)* |
| Phase 1 - Planning |  |  |  |  |
| [1.1 Project Announcement](#_1.1_Project_Announcement) |  |  |  |  |
| [1.2 Employee Townhall](#_1.2_Employee_Townhall) |  |  |  |  |
| [1.3.1 Design Survey](#_1.3.1_Design_Survey) |  |  |  |  |
| [1.3.2 Mood Board](#_1.3.2_Mood_Board) |  |  |  |  |
| [1.3.3 Feature Wall](#_1.3.3_Feature_Wall) |  |  |  |  |
| [1.4 Removal of Personal & Business Assets](#_1.4_Removal_of) |  |  |  |  |
| [1.6 Communication Channels](#_1.6_Communication_Channels) |  |  |  |  |
| Phase 2 - Implementation |  |  |  |  |
| [2.1 People Manager Toolkit](#_2.1_People_Manager) |  |  |  |  |
| [2.2 Floor Plan Announcement](#_2.2_Floor_Plan) |  |  |  |  |
| [2.3 Meeting Room Naming](#_2.3_Meeting_Room) |  |  |  |  |
| [2.4 Community Norms](#_2.4_Community_Norms) |  |  |  |  |
| [2.5 Team Charters](#_2.5_Team_Charter) |  |  |  |  |
| [2.6 A Day in the Life Presentation](#_2.6_A_Day) |  |  |  |  |
| [2.8 Employee Toolkit](#_2.8_Employee_Toolkit) |  |  |  |  |
| [2.9 Pre-opening Q&A Session](#_2.9_Pre-Opening_Q&A) |  |  |  |  |
| [2.10 Tours of the New Workspace](#_2.10_Tours_of) |  |  |  |  |
| [2.11 Opening Week](#_2.11_Opening_Week) |  |  |  |  |
| Phase 3 – Post-Occupancy |  |  |  |  |
| [3.1 Workplace Employee Experience Survey](#_3.1_Workplace_Employee) |  |  |  |  |
| [3.2 Reinforcement Communications](#_3.2_Reinforcement_Communications) |  |  |  |  |
| *Add any* [*additional CM activities*](#_Template_for_Additional) *you have conducted during your modernization project*  |  |  |  |  |

# Activity Template

## 1.1 Project Announcement

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Three elements/Highlights that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the communication (open rate)2. % of employees who clicked on the link(s) (click-through rate)3. # of questions received in general mailbox relating to the announcement | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 1.2 Employee Townhall

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who attended the townhall2. # of questions received in general mailbox relating following the townhall3. # of clicks on the FAQ posted on the intranet | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 1.3.1 Design Survey

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the communication (open rate)2. % of employees who clicked on the link(s) (click-through rate)3. % of employees who completed the survey | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 1.3.2 Mood Board

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the communication (open rate)2. % of employees who voted | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 1.3.3 Feature Wall

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the communication (open rate)2. % of employees who voted | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 1.4 Removal of Personal & Business Assets

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the communication (open rate)2. % of employees who clicked on the link(s) (click-through rate)3. % of employees who participated in the activity4. # of questions received in general mailbox relating to the activity5. Number of participants to the info-session6. Number of participants to the pizza-lunch event7. Number of participants in the contest for most boxes | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 1.6 Communication Channels (Intranet, Newsletter, MS Teams, etc.)

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. Teams channel* % of employees registered to channel
* # of interactions (likes) per post

2. Newsletter (gather statistics for each newsletter sent):* % of employees who opened the communication (open rate)
* % of employees who clicked on the link(s) (click-through rate)

3. Intranet page:* # of employees who visit intranet on monthly basis
* # of employees who visit the FAQ on a monthly basis
* # of pages viewed
* # of users
* amount of time employees spend on intranet in a single visit
 | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 2.1 People Manager Toolkit

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of people managers who opened the email (open rate)2. % of people managers who opened/downloaded the toolkit3. # of questions received in general mailbox relating to the toolkit | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 2.2 Floor Plan Announcement

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the communication (open rate)2. % of employees who clicked on the link(s) (click-through rate)3. # of questions received in general mailbox relating to the announcement | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 2.3 Meeting Room Naming

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the launch communication (open rate)2. % of employees who opened the winner announcement communication (open rate)3. % of employees who voted4. # of themes submitted5. # of names proposed | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 2.4 Community Norms

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the communication (open rate)2. % of employees who clicked on the link(s) (click-through rate)3. # of questions received in general mailbox relating to the norms | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 2.5 Team Charter

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of managers who opened the communication (open rate)2. % of teams who participated in the activity | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 2.6 A Day in the Life Presentation

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the communication (open rate)2. % of employees who attended the presentation | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 2.8 Employee Toolkit

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the communication (open rate)2. % of employees who opened/download the toolkit3. # of questions received in general mailbox relating to the toolkit | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 2.9 Pre-Opening Q&A Session

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the communication (open rate)2. % of employees who attended the session3. # of questions received in general mailbox relating to the session | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 2.10 Tours of the New Workspace

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the communication (open rate)2. % of employees who attended a tour3. % of employees who answered the questions pre and post tour4. # of questions received in general mailbox relating to the tours | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 2.11 Opening Week (add a sheet for each activity)

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the communication (open rate)2. % of employees who attended opening week activities3. # of questions received in general mailbox relating to the opening activities4. # of opening committee members present on-site | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 3.1 Workplace Employee Experience Survey

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the communication (open rate)2. % of employees who answered the survey3. # of employees who participated in focus groups4. # of employees who participated in 1:1 interviews | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## 3.2 Reinforcement Communications

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. % of employees who opened the communication (open rate)2. % of employees who clicked on the link(s) (click-through rate)3. # of questions received in general mailbox relating to the communications | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |

## Template for Additional CM Activities *(COPY FOR ADDITIONNAL ACTIVITIES)*

|  |  |
| --- | --- |
| **Date:** | **Link to photos:** |
| **Main objective: [Inform/Involve/Equip/Reinforce]** | **Objective met?** [ ] **1 ​** [ ] **​2 ​** [ ] **​3 ​** [ ] **4 ​** [ ] **​5 or ​\_\_\_** % |
| **Project Sponsors in attendance (if applicable):**1.2. | **Key contributors in attendance (if applicable):**1.2. |
| **Highlights/Three elements that were successful:**1.2.3. | **Three elements that could be improved:**1.2.3. |
| **Metrics:**1. 2.  | **Tools/Documents used (include links):**1.2. |
| **Employee testimonies:**1.2.3. | **Additional notes/Analysis:**1.2.3. |