# Workplace Change Management Playbook at a glance

PHASE **OBJECTIVE** STEPS

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

To develop plans

## Strategize

#### **INTEGRATE**

the workplace modernization vision

#### **ASSESS**

to better understand the change context and benchmark the change adoption

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change management roles, responsibilities and relationships (3R)

DETERMINE

#### DRAFT

the CM strategy

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Plan

that translate the CM strategy into

# **DEVELOP**

8

your CM strategy into action-oriented plans

9

Develop a

COMMUNICATION 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





reality



To drive change adoption and move the organization towards the desired state

#### COMMUNICATE

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









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**ENGAGE** 

the change

employees through various

activities to build desire for

#### **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

#### **ANALYZE**

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change management metrics and monitor employee adoption

## 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
- Project readiness assessment tool
- Change management team 3R template
- Change management strategy template
- PM/CM integrated plan template
- Communication plan template
- Engagement plan template
- Training plan template
- Message templates
- Intranet page template
- FAQ template
- Fact sheets
- Pilots and demonstration spaces
- Engagement sessions and activities
- Toolkits and one-pagers
- Training sessions and workshops
- Key CM performance metrics template
- CM activity tracker
- Lessons learned template