TOOLKIT

Change Agent

*About this tool*

**PURPOSE:** Provide you, the change manager, information, tools and resources to build a change agent toolkit adapted to your organization to ensure change agents understand their vital role in the transition to a modern workplace and a new way of working.

**AUDIENCE:** change agents

**USE**

* Workshops
* Emails
* Intranet

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# Your role as a change agent

## Overview

Congratulations! You’ve been chosen to be a change agent for your workplace modernization project. This is an important and influential role. Your colleagues will look to you and your fellow change agents to better understand the project and what it really means for them (and for you). Your key tasks include actively engaging with employees, advocating your support and interest for the project, and communicating the most current updates.

## Preparing yourself for the change

Your role goes beyond communicating the vision of the modernized workplace and the reasons behind it. As an employee undergoing the change yourself, you are integral in spreading awareness amongst your colleagues. Below are a few key ways you can ensure employee engagement:

* **Create awareness** of the changes that may impact your colleagues and **explain why** these changes are important
* **Advocate** for the change by spreading your **interest** and **support**
* **Adopt** the behaviours that the new workplace will encourage

**What’s in it for me?**

**(WIIFM)**

* Discuss the **benefits** and **opportunities** of the change, with **excitement**
* Be **consistent**, **transparent** and **up-to-date** with the information you provide
* **Openly communicate** with your manager and/or the project team about any **resisters** and where their **concerns** lie
* Identify any **risks** and provide **potential solutions** to the integrated project team
* Bring forward any **new ideas** and **approaches** to the integrated project team
* Ensure your colleagues know where they can go for **more information**

Work with the change management team in order to fully understand the scope of and the reason for the change. The more information you have, the more you will be able to share with employees.

* Use the resources available stay informed of the change
  + *Attend information sessions*
  + *Read all documentation (e.g. emails, intranet, etc.)*

# Learning

## Tools

* [QUIZ – Adaptability and flexibility](https://www.gcpedia.gc.ca/gcwiki/images/0/0a/QUIZ_Adaptability_and_flexibility_EN.docx)
* [QUIZ – Change readiness](https://www.gcpedia.gc.ca/gcwiki/images/5/5c/QUIZ_Change_readiness_EN.docx)
* [QUIZ – Change resilience](https://www.gcpedia.gc.ca/gcwiki/images/c/c8/QUIZ_Change_resilience_EN.docx)
* [Managing reactions to change](https://www.gcpedia.gc.ca/gcwiki/images/1/17/Managing_Reactions_to_Change_EN.docx)
* [Managing resistance to change](https://www.gcpedia.gc.ca/gcwiki/images/1/19/Managing_Resistance_to_Change_EN.docx)
* [Dealing with difficult questions](https://www.gcpedia.gc.ca/gcwiki/images/9/9f/Dealing_with_difficult_questions.docx)
* [Promoting resilience to change](https://www.gcpedia.gc.ca/gcwiki/images/5/54/Promoting_Resilience_to_Change_EN.docx)

## Training

* CSPS: [Transformation in the Public Service: For Employees](https://learn-apprendre.csps-efpc.gc.ca/application/en/content/transformation-public-service-employees#change_mngt)
* [CSPS: Trust Building through Effective Communication](https://learn-apprendre.csps-efpc.gc.ca/application/en/content/trust-building-through-effective-communication-c074)
* [CSPS: Become a Great Listener](https://learn-apprendre.csps-efpc.gc.ca/application/en/content/become-great-listener-c043)
* [CSPS: Using Active Listening in Workplace Situations](https://learn-apprendre.csps-efpc.gc.ca/application/en/content/using-active-listening-workplace-situations-c064)

# Communications

## Key messages

[Include key messages and list of changes here]

Here are some examples of potential changes included in your workplace modernization project:

* **Laptops/tablets and mobile phones** will replace desktop computers and wired telephones for most employees
* **Wi-Fi** access to the network will be available on each modernized floor
* **GCdocs** will be used for corporate document storage; shared drives will be disabled
* Meeting rooms will be equipped with the latest technologies in order to enable collaboration and communication, including **video conferencing**
* **Flexible, healthy and sustainable working environment** that offers a mix of opened and collaborative, as well as enclosed and individual workpoints that support diverse needs will replace the traditional office or cubicle
* There will be a **variety of workpoints** (individual, collaborative, enclosed, semi-enclosed and open) [list the different workpoints here]

## Frequently asked questions

[Refer to the [**FAQ template**](https://www.gcpedia.gc.ca/gcwiki/images/d/d7/002_FAQ_Template_EN.docx)]

Here are some examples of potential questions that may come up:

* What will the workplace look like after these workplace changes have taken place?
* What are the goals of these workplace changes?
* Why and how are these workplace changes beneficial?
* How are these workplace changes funded?
* How will these workplace changes impact employees?
* Will these changes take into consideration individual needs or are they a one-size-fits-all model?
* Which technological tool will be available?

## Key milestones

[Include the key milestones of the project]