

## About the Change Program Health Check

How is your change initiative going? Are managers and employees singing from the same hymn sheet or are you seeing constant bickering and recriminations? Are positive results emerging for all to see or is your organization's performance going backwards? Is your program meeting targets and deadlines or is money and time being continually sucked into a black hole?

Whether you are implementing a new local accounting system in your department or your organization is embarking on a comprehensive culture change program, it makes sense to take a breath and review how you are traveling. Here is a quick eighteen-point checklist that you can use on your current change project. You can either answer the questions on your own, or better still, get your team in to discuss the answers as a group.

The checklist questions listed on the following page are based on our unique **CHANGE Approach** © to managing change in organizations. This approach recognizes that a disciplined process is required for leading and managing change, from the initial good idea to eventual institutionalization of the new way of working. The **CHANGE Approach** © is fully explained in our practical guide, **Managing Change in the Workplace**. It is intended for everyone expected to lead, manage and implement change. The guide covers every aspect of managing change, including essential principles, managing stakeholders, dealing with resisters, the role of project management, building effective change teams and more. It also includes a comprehensive and reusable workbook designed to help you through the change management process. To find out more and to download the practical guide and workbook, visit our web page at [www.businessperform.com/html/managing\\_change.html](http://www.businessperform.com/html/managing_change.html)

The checklist questions act as a quick diagnostic by surveying the critical activities in each phase. Neglect in one or more areas will likely result in the change program suffering. How does your program measure up? If you get your team together, the actual answers are not the most important thing. The resulting discussion amongst the group should highlight where you will need to direct your future efforts. You will get the most benefit from this checklist if you check progress with your team and review the checklist items every few weeks.

### About BUSINESS Performance Pty Ltd

Established in 2003, Business Performance Pty Ltd provides business and management consulting services globally. The company delivers coaching and consulting services in a range of business areas, from small business, leadership and management, strategic planning and organizational change to employee development and career coaching. All services are provided by highly experienced consultants specializing in their area of expertise.

From its website, Business Performance Pty Ltd also proudly supplies a wide selection of business and management software products designed to make managing organizations easier and more effective. Products featured include tools, templates and guides in the areas of training and employee development, project management, organizational change, career planning and web development. All products can be purchased and downloaded easily from anywhere in the world from the Business Performance Pty Ltd website at [www.businessperform.com](http://www.businessperform.com)

# Change Program Health Check

For each checklist item below, place a checkmark in the check box for each question that you and your team can answer with an unequivocal "Yes".

## Create tension

- Is there a clear and compelling reason for adopting this change program?
- Is the objective data needed to convince the skeptics available?
- Do people feel the urgency to change?

## Harness support

- Do we know what are the motivators for each stakeholder group?
- Does the senior executive team support this change?
- Are all stakeholders engaged in the change process?

## Articulate goals

- Do stakeholders take ownership of the vision and goals?
- Are people involved in devolving the goals to lower levels of the organization?
- Are performance measurement and reporting systems set up?

## Nominate roles

- Are change management and new operational accountabilities clear?
- Are the right people selected for the right roles?
- Are project management principles and methods being used?

## Grow capability

- Is the training plan sufficiently scoped and adequately resourced?
- Are teams being developed and supported for high performance?
- Is support in place ensuring transfer of training to the workplace?

## Entrench changes

- Are performance results reported and successes celebrated?
- Are rewards and recruitment systems aligned with the change objectives?
- Do managers and supervisors lead by example?