

Managing Change – Key Points

Part One

1. What are the key issues in relation to managing changes in organisations
2. Talk about very small changes which, if introduced badly, can create a lot of problems.
3. Then talk about much more significant changes and how to manage them well.
4. Talk about specific examples from my career:
 - Standardising the accounts production software
 - Introducing a paperless audit system
 - Introducing a different paperless audit system

Part Two

What factors do we need to consider when bringing change to an organisation?

1. No-one likes change! Why do we need the change? The FEAR of staying the same is greater than change.
2. Lay the groundwork
3. Plan the change:
 - Select options
 - Involve participants (future users)
 - Field testing
 - Be clear on the role (are they helping select or testing the selected)
4. Gather evidence from people who've done it already
5. Parallel running? Plan for the extra resource
6. Working party selection meetings and communication
7. Set clear goals for the working party
 - Does it work?
 - Possible tweaks / changes
 - To help identify training needs
8. Training – who, when, how, how many, recorded?
9. Champions? What is their role?
10. Clear implementation / phase out timetable
11. How can we measure the success (or otherwise) of the change
12. Keep ultimate management abreast throughout the process