Change Management

1. **Determine scope of change**
   - Identify driving forces
   - Identify sources of resistance
   - Determine what and how should be changed
   - Use Stakeholder matrix

2. **Identify a reason for change**
   - Market demand
   - New technology
   - Development constraints
   - Change in business need

3. **Document existing context**
   - Document required change

4. **Plan change strategy and actions**
   - Communication strategy
   - Tactics
   - Actions to take

5. **Identify sources of resistance**
   - Uncertainty
   - Lack of trust
   - Personal reasons
   - Inflexibility

6. **Loss of power**
   - Lack of skills
   - Fear of redundancy

7. **Engage stakeholders**
   - Determine re-usable parts
   - Propose new state
   - Eliminate chaos
   - Redirect driving forces

8. **Facilitate acceptance of change**
   - Behavioural change
   - Organisational culture change

9. **Technology processes**
   - Deploy new tools and processes

10. **Implement change**
    - [TRANSITION]
    - Deploy new tools and processes
    - Demonstrate new ways of doing business

11. **Frozen**
    - Unfreeze
    - Determine re-usable parts
    - Propose new state
    - Eliminate chaos
    - Redirect driving forces

12. **Recombine**
    - Use Stakeholder matrix
    - Apply communication actions
    - Monitor responsiveness

13. **Support quick wins through demonstrations of improvements across the business**

14. **Demonstrate benefits of changes on a large scale**

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