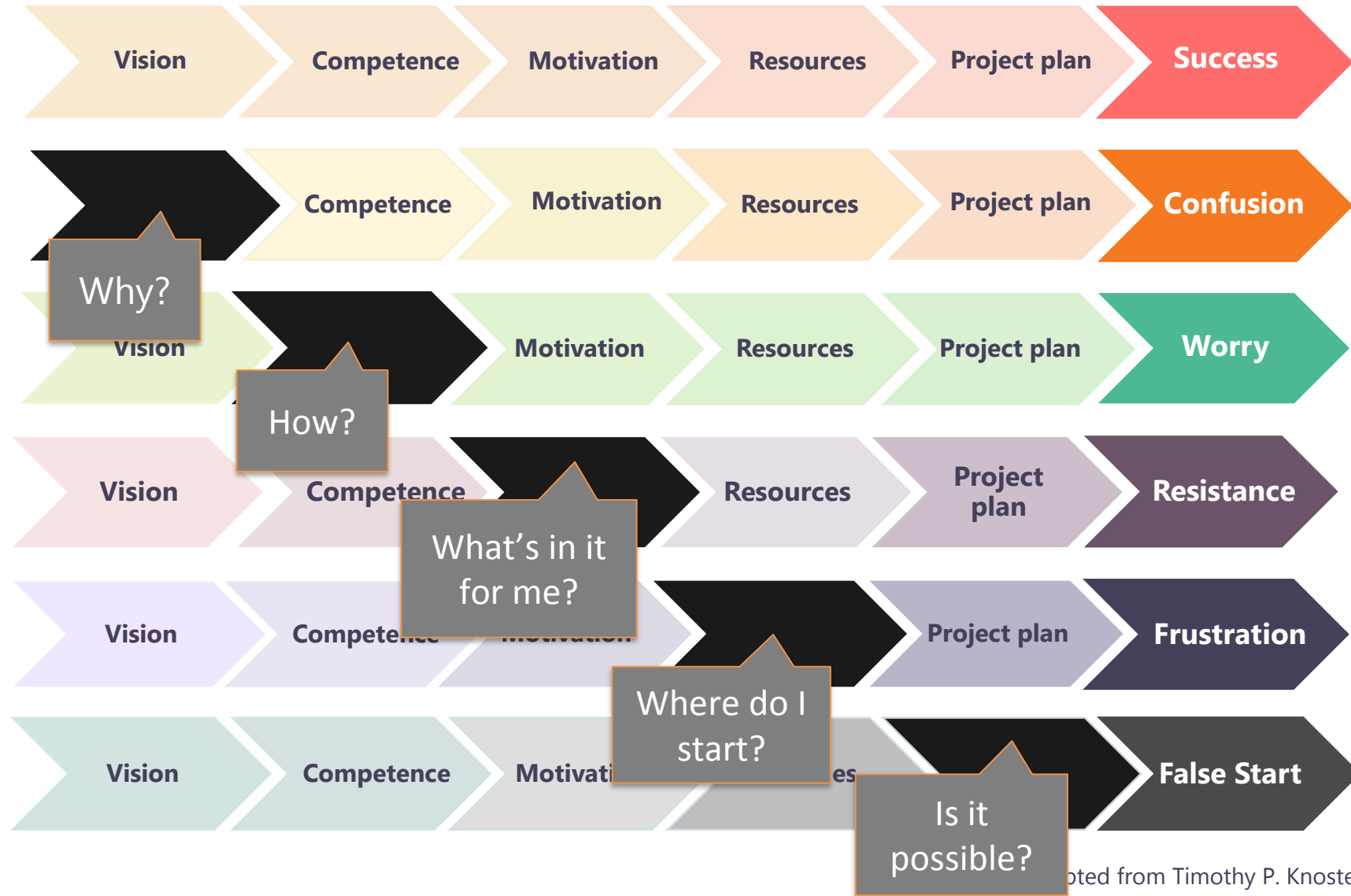




CHANGE MANAGEMENT

Sarah Englund

Complex Change Management: Step by Step



Putting the pieces into place



- User in the center
- Clear roles and responsibilities
- Strong Leadership
- Close collaboration
- Clear goals
- Realistic expectations
- Realistic time plan
- Shared communication plan
- Define sub-goals
- Relevant training
- Regular follow-up
- Willingness to be flexible
- Long-term engagement

Change Management Role Play

Workshop & Discussion

User-Centered Differentiation



Check relevance according to:

- Role
- Goals
- Subject

How do I check that everyone is on board?

- Before start?
- During implementation?
- Post-implementation?
- Resistance strategy?

Tip: User Certification Program

- Clear goals spilt into manageable sub-parts
- Relevance
- Set clear requirements and expectations
- Create natural networks
- Increase collaboration
- Increase motivation
- Coordinate with overall project plan and goals
- Celebrate successes



A Successful Implementation Leads To...

- Fast adoption
- Long-lasting use
- Sense of safety
- Return on investment
- Effective use of teaching and learning tools





Thank you!

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