



Harmonising Change

People Change FUNDAMENTALS 101 Workbook



THE WORLD OF CHANGE

WHAT IS CHANGE MANAGEMENT?

MANAGING CHANGE MEANS

WORKING TO ENSURE THAT YOUR TEAM:

BY DOING THIS SUCCESSFULLY YOU WILL:

APPROACHES TO CHANGE MANAGEMENT

STRUCTURED APPROACH

FLEXIBLE APPROACH



WHAT MAKES UP A CHANGE JOURNEY?



DIFFERENT TYPES OF CHANGE

WHY IS CHANGE MANAGEMENT SO IMPORTANT?

- 1 **Increases the profitability** of project success
- 2 **Manages employee resistance** to change
- 3 **Builds change competency** into the organisation



Developmental Change



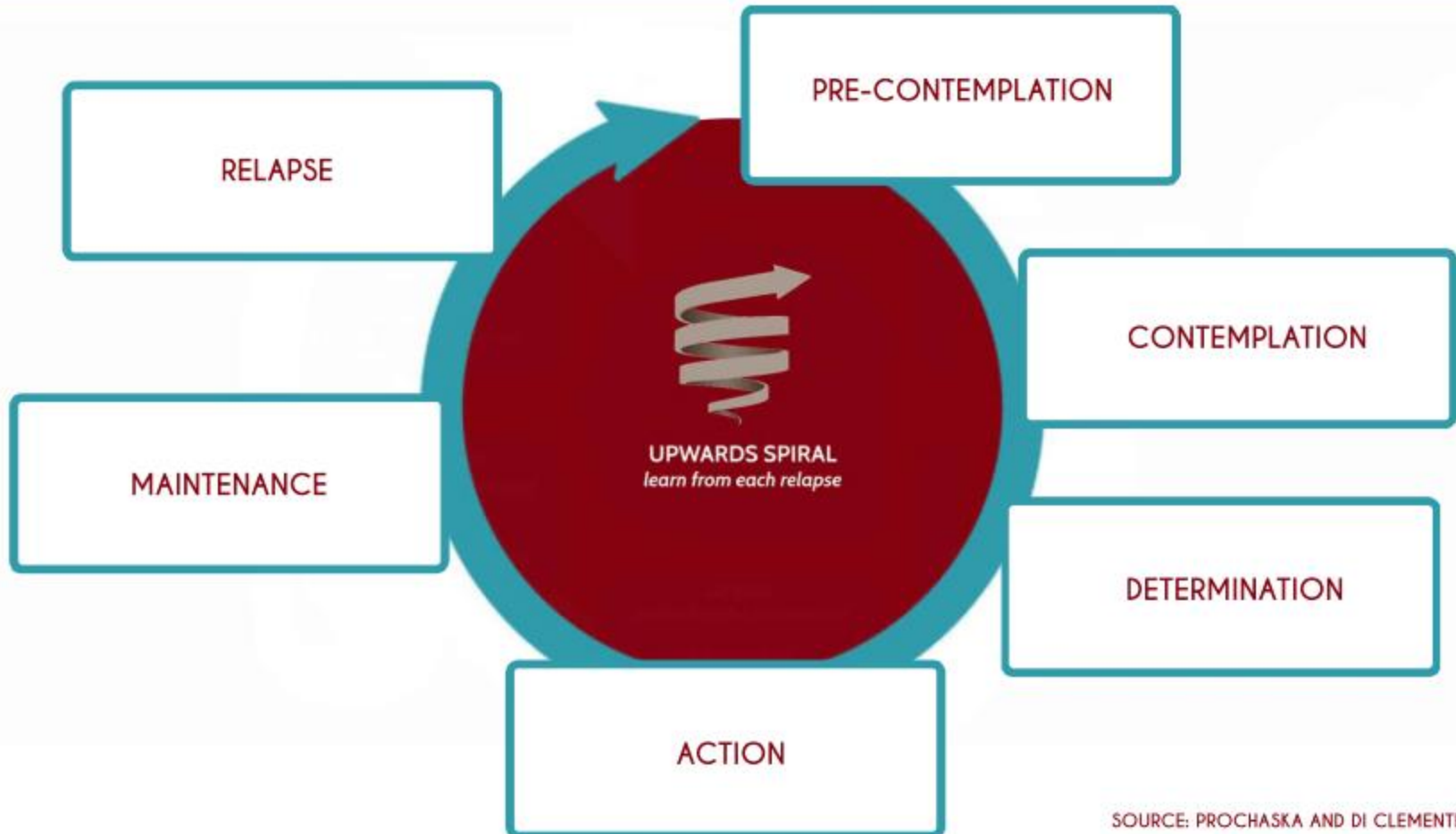
Transitional Change



Transformational Change

STAGES OF CHANGE AND RESISTANCE

STAGES OF CHANGE



SOURCE: PROCHASKA AND DI CLEMENTE

STAGES OF CHANGE AND RESISTANCE

RESISTANCE TO CHANGE

MODIFICATIONS

TRANSFORMATIONS

The unwillingness to change can be:




Openly question
the change

TYPES OF RESISTANCE

Difficult to
detect

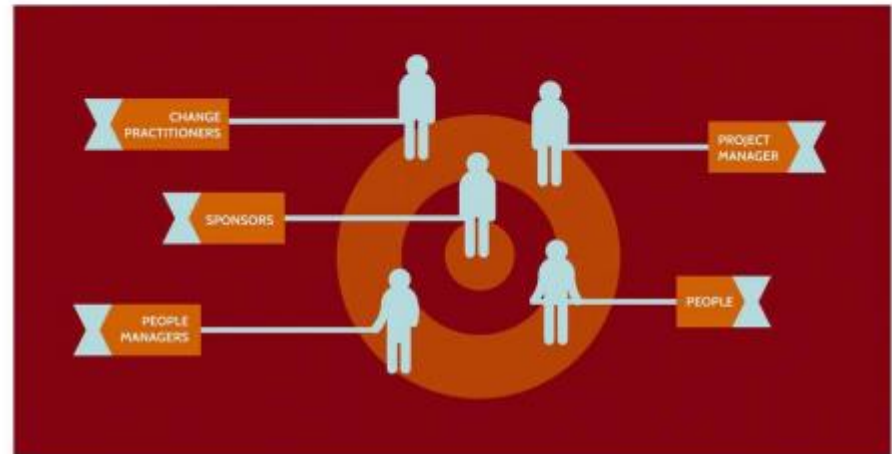
FACTORS THAT GIVE RISE TO RESISTANCE?

- 
- ✓ Listen and understand the objection
 - ✓ Focus on the 'what' and let go of the 'how'
 - ✓ Remove Barriers
 - ✓ Provide simple, clear choices and consequences
 - ✓ Create hope
 - ✓ Show tangible benefits
 - ✓ Make a personal appeal
 - ✓ Convert stakeholders with the strongest resistance
 - ✓ Create a sacrifice
 - ✓ Use money or power



WHO DOES CHANGE MANAGEMENT?

THE ROLES IN CHANGE



KEY ROLES IN CHANGE



PERSONA OF CHANGE MABASSADORS



SKILLS OF A CHANGE AMBASSADOR



CHANGE IN MOTION



CHANGE ON A PAGE

CHANGE PROJECT NAME



CHANGE SCENARIO

WHAT?

WHO?

WHY?

TYPE OF CHANGE

✓	✓	✓
Developmental Change	Transitional Change	Transformational Change
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KEY ROLE PLAYERS



CHANGE READINESS

CHALLENGES

OPPORTUNITIES



CHANGE IN MOTION

CHANGE ON A PAGE

FACTORS THAT GIVE RISE TO RESISTANCE?

EMOTIONAL IMPACT



CHANGE JOURNEY TIMELINE



CHANGE BUILDING BLOCKS

A AWARENESS	<input type="text"/>
D DESIRE	<input type="text"/>
K KNOWLEDGE	<input type="text"/>
A ABILITY	<input type="text"/>
R REINFORCEMENT	<input type="text"/>

CHANGE LEVERS

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Thank You

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