

The Managing Change Checklist

This tool provides institutions with a quick checklist of the ingredients necessary to ensure a successful change implementation.

1. Communication Process

No.	Item	Yes	No	Comments
1.	Have we let people know about the change far in advance?			
2.	Have we communicated frequently about the change (before, during, and after)?			
3.	Are we using multiple communication methods?			
4.	Are we employing multiple communicator sources?			
5.	Are we communicating empathy for the change?			
6.	Have we devised innovative forms of communication (e.g., slogans, ceremonies)?			
7.	Have we developed and executed a systematic communication plan?			

2. Communication Content

No.	Item	Yes	No	Comments
1.	Are we outlining the reasons for the change (true rationale)?			
2.	Are we explaining the benefits of the change?			
3.	Are we explaining the roles that people were going to have during the change?			
4.	Are we explaining the plan for carrying out the change?			
5.	Are we communicating our expectations?			

No.	Item	Yes	No	Comments
6.	Have we brainstormed likely questions and concerns employees might have?			
6.	Have we developed straightforward responses to the concerns and questions?			
8.	Have we communicated what stays, what is left behind, and what is gained?			

3. Involvement

No.	Item	Yes	No	Comments
1	Are we empowering the affected people to make decision?			
2.	If not, are we getting input from people before the decision was made?			
3.	Are we empowering affected people to help design the change?			
4.	If not, are we getting input from people about how to implement?			
5.	Are we involving people at the lowest levels possible?			
6.	Are we communicating this involvement to others?			

4. Leadership

No.	Item	Yes	No	Comments
1.	Are managers providing the resources employees needed to make the change?			
2.	Are managers providing for training in the new skills needed to make the change?			
3.	Are managers providing the information that employees needed to make the change?			
4.	Are managers providing psychological support and encouragement during the change?			
5.	Are managers identifying and removing barriers to implementing the change?			
6.	Are managers identifying and training change agents and/or facilitators?			
7.	Are managers installing feedback systems for motivational purposes?			
8.	Are managers displaying a positive attitude about the change? (i.e., no "scapegoats")			
9.	Are managers living by their commitments during the change?			
10.	Are managers modeling the change for others?			
11.	Are managers providing recognition for accomplishing the change?			
12.	Are managers providing rewards (if appropriate) for accomplishing the change?			
13.	Are managers including successful change as part of the performance appraisal process?			