



Factsheet – Change Management

Stop being afraid of what might go wrong and think what might go right.

1. The only thing constant about change is that it is constantly happening.
2. Change can appear to cause conflict. However, this can be positive if handled correctly. By opening up full and frank conversations and discussions to bash around ideas and move things forward, everyone can have their views aired. It is important though to ensure that contributors are respected and acknowledged, even if their views cause others to feel uncomfortable. Honesty and Trust go hand in hand here.
3. Communication is key – if your people don't know what's going on, they'll resist the change.
4. Remember people react differently – some will embrace it, some will be ambivalent, some will fear it and some will just dig their heels in. All reactions need to be managed.
5. Implementing change? Read Kotter's 8 step change model - <http://www.hbs.edu/faculty/Pages/profile.aspx?facId=6495>
6. Plan for the unexpected – nothing ever goes entirely according to plan so be prepared to flex and adapt to respond positively.
7. Play to key strengths – different individuals and departments have numerous skills and knowledge. Assess in advance who is best suited to the varied aspects of managing the change – it promotes collegiate working when everyone is allowed to spend some time in their comfort zone.
8. “We're all in this together” – building trust between Board, Line managers, and staff promotes cohesion and collaboration
9. Patience – loss of patience with those who are struggling with the concept of change is your weakness, not theirs!
10. Review and assess – timely intervals to stop and take stock. If you don't assess and analyse what you've done, how can you develop and continue next time?