

SUPPORTING THE CHANGE JOURNEY

Part 2: Questions & Tactics

Help your organization change by answering these questions and using these tactics



QUESTIONS

- What's the reason for the change?
- What happens if the change doesn't happen?
- What is going to change?
- Will I have time to successfully make the change?

- What's in it for me?
- Will this adversely affect me in any way?
- What are risks and plans to minimize them?
- Do my leaders support this change?

- What does the change look like in action?
- Has this change been successful before?
- How will this change my current work processes?
- What will I need to know to make this change successfully?

- What happens if I don't use the change?
- Why do I complete this task this way?
- Who will answer my questions in the workplace?
- How can I improve the performance of my new tasks?

- Are my coworkers implementing the change?
- Is the change producing positive results?
- How can we improve the change?
- Am I receiving feedback about how I am doing?

TACTICS

- Secure active sponsorship
- Equip managers and supervisors to discuss change
- Share business information supporting the need
- Plan adequate time for change

- Leverage sponsors and opinion leaders
- Include employees and volunteers in the change process

- Demonstrate the change
- Provide relevant how-to interactive training
- Provide access to SMEs and opinion leaders

- Continued access to performance supports
- Adequate on-the-job technical support
- Valuable incentives
- Access to successful adopters

- Continue communication
- Celebrate and recognize continued successes
- Performance support reminders
- Solicit feedback

1

Awareness

2

Desire

3

Try-Out

4

Adoption

5

Reinforcement