



## CHANGE MANAGEMENT PLANNING

### Have you...

- Identified project results and outcomes?
- Selected and applied a systematic approach (methodology) for managing the people side of change?
- Allocated sufficient and dedicated resources for change management?
- Assessed change readiness and risk, and adapted accordingly?
- Engaged project teams to explain why and how change should be effectively managed?
- Developed the necessary change management plans?
- Integrated your change management activities into your project management steps or lifecycle?
- Presented your change management plans to those involved in the execution (sponsors, project teams, etc)?

## SPONSORSHIP

### Have you...

- Developed your primary sponsor's understanding of roles and responsibilities?
- Enabled your primary sponsor to deliver key communications that are expected from senior leadership?
- Drawn up the sponsor assessment diagram (with leaders from all impacted groups) needed for your initiative?
- Enabled your sponsor to build this coalition with the required senior leaders?

## COMMUNICATION

### Have you...

- Identified all of the different audiences you need to communicate with throughout the organization?
- Identified who the ideal sender of communication messages will be?
- Identified the most effective channels of communication?
- Created mechanisms to enable two-way communication?

## COACHING

### Have you...

- Created the expectation that managers and supervisors will be coaches of their direct reports during change?
- Prepared coaches to communicate the “what’s in it for me” messages to their direct reports?
- Provided the knowledge, training and tools to help supervisors be effective coaches?
- Taught your change coaches how to identify and respond to resistance?

## RESISTANCE MANAGEMENT

### Have you...

- Proactively identified what resistance might look like?
- Proactively identified where resistance is likely to come from?
- Developed measures to prevent or mitigate resistance before it happens?
- Developed an approach to deal with resistance when it occurs?

## TRAINING

### Have you...

- Identified current skill levels?
- Identified skill gaps?
- Created engaging training programs aligned with adult learning theory?
- Effectively scheduled training when people need it?

## REINFORCEMENT

### Have you...

- Created a system to track the adoption and usage of the new solution?
- Established a way to gather feedback from those who are being impacted by the change?
- Implemented mechanisms for diagnosing gaps and resistance?
- Prepared methods for celebrating successes (even small ones) during implementation?

**Gain the knowledge, skills and tools to drive successful change initiatives at the Prosci Change Management Certification Program. Learn more at [prosci.com/certification](https://prosci.com/certification).**