

# What good change management should look like

### Step1 GETTING ORGANISED

- 1 Have a strong policy on managing change
- 2 Make senior managers accountable
- 3 Have a clear change-management procedure in place
- 4 Communicate and include everyone
- 5 Review to improve

### Step2 RISK ASSESSMENT

- 1 Identify the people involved
- 2 Identify all changes
- 3 Assess the risks of both the process and the outcome
- 4 Consider the human factors, competence and workload
- 5 Test scenarios

### Step3 IMPLEMENTING & MONITORING

- 1 Provide enough resources to make the change safely
- 2 Monitor risks during change
- 3 Keep plan under review, track actions
- 4 Monitor performance after change
- 5 Review change policy

### Successful change is more likely when employers:

- Notify reps in good time that they are thinking of making changes
- Clearly explain to staff why the changes are needed
- Involve staff in the planning stage
- Actively listen to staff's ideas & concerns
- Communicate well with everybody throughout the change process
- Do all that they can to reduce any risks
- Consider what work overload may result
- Consider the impact of possible loss of skills and experience
- Have good procedures in place to manage the transition
- provide training for those doing a new role
- Regularly review whether the changes are working or not
- Have contingency plans if there are problems
- Learn from their successes and failures to ensure they improve next time.