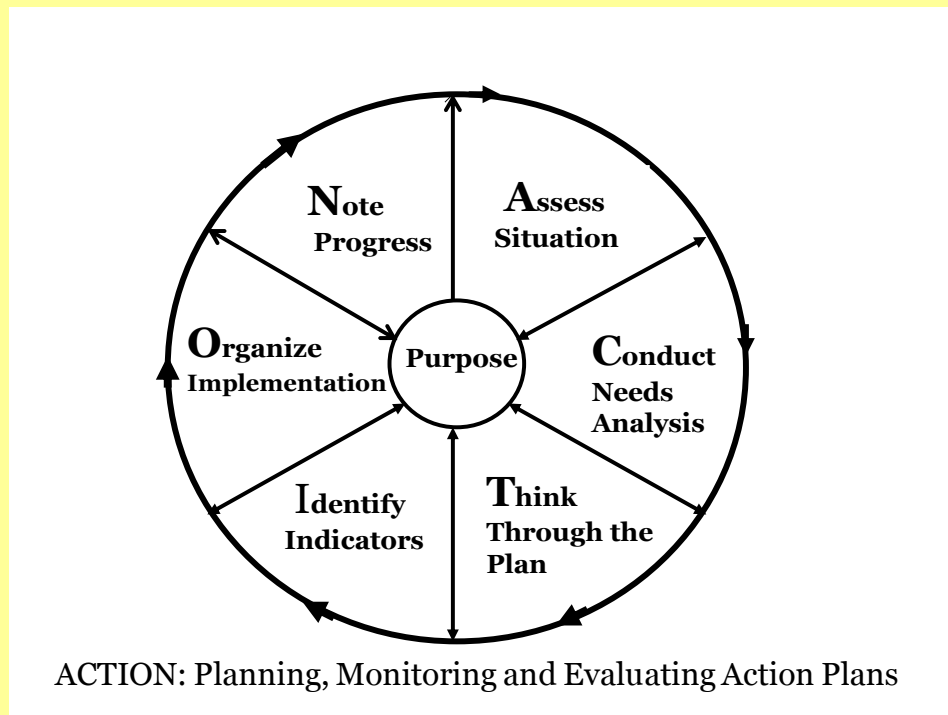


## **ACTION: Planning, monitoring and evaluating action plans**

As indicated in the following figure, the acronym ACTION forms the basis for a set of steps related to planning, monitoring and evaluating action plans.



### **ACTION: Assess the Situation - Purpose and Rationale**

What aspect of organizational performance do you wish to change?

Why does it need to be changed at this time?

What is the purpose of the action plan?

- What are its major objectives?
- What actual changes will you see when the action plan is implemented?

## **ACTION: Conduct A Needs Analysis**

Environmental scan:

What major internal and external factors might influence the change process?

- Is this an appropriate time to initiate this process?
- Has the Achievable Action Plan Test been completed?

(Consider: time of year, available time and resources, organizational climate, etc.)

## **ACTION: Think Through the Action Plan**

Ask these questions and get a general understanding of how the action plan will be implemented:

- How long will it take to complete?
- Who will manage the change process? (An individual, workgroup, or a team?)
- How will the major tasks be handled?
- How will the knowledge/results be measured, evaluated and reported?

## **ACTION: Identify Indicators**

What indicators will be used to monitor and evaluate the expected changes?

- Existing indicators? Newly created indicators?
- Qualitative or quantitative indicators, etc. ?

What sources of data will be used?

- Documents
- Questionnaires / Surveys

- Interviews
- Observation: personal / audio-visual
- Focus groups

### **ACTION: Organize Implementation**

Identify individual, group or team responsibilities so as to:

- Plan the major activities and develop the main products
- Select or develop performance indicators
- Collect and analyze the required information and data
  - Qualitative
  - Quantitative

### **ACTION: Note Progress and Share Results**

Decide on the most optimal method to communicate your results depending on your audience:

- PowerPoint Presentation
- Multi-media
- Website
- Annual report
- Technical report
- Plain language reports – newsletters

For more friendly-user resources click on [theleadershipwall.com](http://theleadershipwall.com)



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