

Change Guidelines: Some Cautions & Questions

Change is not easy. People usually are concerned about it and, in fact, often resist it. Considering the following cautions and questions based on the acronym CHANGE might be of help to those who wish to facilitate positive and sustainable change.

C – Change is our organization ready for it?

H – Hesitate and ask why do we really need this change?

A – Align initial support.

N – Negotiate the shaping of a shared vision of the change.

G – Guide the change process with its inevitable ups and downs.

E – Evaluate the process and products of change

C – Change is our organization ready for it?

- Is this a good time for us to initiate a change project?
- Is there a group of people who are willing to become the Leadership Team to guide the change process?
- Do we have the organizational expertise and energy to handle it?

H – Hesitate and ask why do we really need this change?

- Do we need to conduct a needs analysis?
- Is this an appropriate time for change?
- Does it seem to be an “achievable” project?

A – Align initial support

- How can we garner support?
- Do we have the support of key internal and external stakeholders?
- Do we have, or can we get, the physical, fiscal and human resources?
- Is there a “team” willing to champion and lead the change process?

N – Negotiate the shaping of a shared vision of the change

- How will we encourage discussion of the pros and cons of the project?

- Do we need more dialogue to shape the shared vision of the change?
- Why do some people oppose the project and how can we get them on board?

G- Guide the process of change with its inevitable ups and downs

- How will we manage the anxiety of change?
- How will we handle the “performance dip” that often comes with the implementation of change?
- How will we handle crisis situations?

E – Evaluate the process and products of change

- How will we assess and evaluate the change project?
- How will we gather and use the lessons that are learned?
- Ask:
 - What went well
 - Even better if
 - Suggestions - questions

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