Change Readiness Activities Template

Replace the bullets within the table with your project’s tactics to overcome change resistance. Once these are outlined, add them to your Change Management Strategy and Work Plan.

| **RESISTANCE BEHAVIOR** | **EDUCATION & COMMUNICATION** | **PARTICIPATION & INVOLVEMENT** | **FACILITATION & SUPPORT** | **NEGOTIATION & AGREEMENT** |
| --- | --- | --- | --- | --- |
| *TEAM MEMBERS* |
| 1. Lack of awareness of why a change is needed
 | * Explain what, why, results, how, & WIIFM five to ten times before go-live
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| 1. Change specific resistance
 |  | * Identify “resistors” early to engage them in the design & development of the solution
* Share early wins to increase their confidence in the solution
 |  |  |
| 1. Change saturation
 |  |  |  | * Be realistic about the amount of change your team members can absorb. Take things off their “plates” to increase the changes of your project’s success.
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| 1. Fear
 | * Take time to understand the fear –and craft messages that clearly explains the WIIFM
 |  | * Hold focus groups or targeted interviews to make sure you are addressing the concerns.
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| 1. Lack of support from Management or Leadership
 |  |  | * Leadership is key to any change initiative. If direct leader is not supporting team, provide skip-level support.
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| *MANAGERS* |
| 1. Organizational culture
 | * Explain what, why, results, how, & WIIFM five to ten times before go-live
 |  |  | * Demonstrate flexibility, but be clear on “non-negotiables”
 |
| 1. Lack of awareness and knowledge about the change
 | * Explain what, why, results, how, & WIIFM five to ten times before go-live.
* Provide training where necessary.
 |  |  |  |
| 1. Lack of buy-in
 |  | * Identify “resistors” early to engage them in the design & development of the solution
* Share early wins to increase their confidence in the solution
 |  |  |
| 1. Misalignment of project goals and personal incentives
 | * Explain what, why, results, how, & WIIFM.
 |  |  | * Identify project outcomes that could be reflected on their professional goals for the year.
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| 1. Lack of confidence in their own ability to manage the people side of change
 | * Develop a leadership enablement plan to ensure they can manage through the change.
* Identify opportunities to learn about Change Management tactics that they can use with their teams.
 |  | * Provide access to Change Practitioners (or a Community of Practice) so they can ask questions and get additional support.
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