



Supporting a healthy culture for happy employees

Managing Change

Ensuring your operations sustain and rebound before, during, and after change

TABLE OF CONTENTS

Introduction 3

Product/Service/Methodology 4

 Key Findings 5

 Key Findings #1 5

 Key Findings #2 5

 Key Findings #3 5

 Key Findings #4..... 5

Visual Data 6

Conclusion..... 7

Key Takeaways 7



INTRODUCTION

Be it a new computer system, an internal restructure, or a merger, change is one of the most difficult and stressful occurrences within your organization. Be it a lack of measurement, communication, disconnected operations, or training, poorly managed change is the difference between a successful or unsuccessful change implementation and goals.

Best case scenario, effective change management plans include both process-management as well as an understanding of the psychological nuances. Both are necessary in any plan and make change more tolerable for your team members and ensures that your organization can bounce back to pre-change operational levels with much more ease.

Archetype Learning Solutions offers a full-suite of tools and resources to help you more smoothly plan and execute change management within your organization.



PRODUCT/SERVICE/METHODOLOGY

Can you manage the success of your project and related change management? Yes, you can!

With the Archetype Learning Solutions Change Management Score card, your organization can measure and manage organizational change management tactics. Assess readiness at the leadership, organizational, individual levels and more. This tool helps us identify specific barriers that are influencing or impeding change.

In addition, we offer operational mapping to ensure that all of the identified changes are mapped to the correct roles and responsibilities. This helps to eliminate bottlenecks, role redundancies – a cause of a lot of organizational stress, operational silos, missed knowledge transfer, and helps us clearly pinpoint communication needs.

Finally, our role-to-process matrix provides clear and concise training of any and all new information. This allows us to target our training approach to the exact individuals who need new knowledge rather than a blast approach, which may be overwhelming and costly. Our training also includes helping leaders understand the psychology of change to help reduce change resistance.

We'll stay with you six-weeks post change to provide additional support to ensure your team members fully understand and accept the changes!

KEY FINDINGS

Key Findings #1 – you can measure change

The image shows a spreadsheet titled 'Signature score card'. It has columns for 'Metric', 'Target', 'Actual', 'Status', and 'Support'. The 'Status' column uses color-coded cells: green for 'On Track', yellow for 'At Risk', and red for 'Off Track'. The 'Support' column has a dropdown menu with options like 'None', 'Low', 'Medium', and 'High'.

Our signature score card allows you to identify metrics, track progress, determine specific barriers, target communication, and identify those who need additional support.

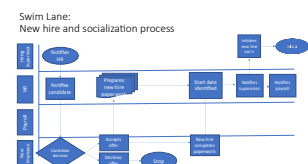
Key Findings #2 – Communicate. Communicate ad nauseum



In the words of Margaret Wheatley, PhD “communication is the nourishment of change.”

We can provide weekly or monthly communication plans to ensure that your team members are getting timely updates in a way that meets their needs and an understanding of the scheduled change events. Most organizations have a communication deficit during change. Change is stressful, which means we need to communicate three-times more than normal!

Key Findings #3 – Clearly map your operations



Clearly documented process by role and responsibility map out exactly who is to be doing what and when. This not only improves role clarity, it alleviates stress, confusion, and conflict, and serves as a job aid during a stressful time.

Key Findings #4 – Train the right people at the right time the right way

The image shows a spreadsheet titled 'Training needs and role matrix'. It has columns for 'Role', 'Training Needs', 'Training Status', and 'Training Date'. The 'Training Status' column uses color-coded cells: green for 'Completed', yellow for 'In Progress', and red for 'Not Started'.

Training is expensive. Too often, many organizations over-train, therefore they cause frustration and spend unnecessary resources.

Our unique tool carefully maps roles so that we can maximize your training resources by ensuring that the right people receive the right amount of training. Throwing the training manual at the entire organization is not effective. It requires time spent training everyone on everything rather than ensuring that *learning* has occurred. We also have a very unique training evaluation that allows us to measure and close the learning gap, making your training dollars much more effective.



Visual Data



In addition to our suite of tools, we understand how frustrating change can be. We also understand people and know how human dynamics shows up as resistance to change! Let us help you design and manage a change management program that will ease the pain for all and get your operations back to normal.

All of these tools then become the handbook of your organization. Team members have specific tools to help them navigate new processes, use the correct forms, and ensure change longevity.



CONCLUSION

Change can be stressful for all parties and can have a significant impact on your productivity and operations. While it may be frustrating, don't let ineffective or poorly managed change impede on your strategic goals. Let us help you develop a plan and strategy to ensure that change is managed effectively and keep you on-track.

Key Takeaways

- You can measure change,
- Communicate, communicate, communicate,
- Clearly map your operations,
- Train the right people, at the right time.