Thinking about Implementing a Change Project?

Five Questions to Answer Before you Start

Whether you're embarking on a small change project or a large one, there are five questions you need to be able to answer before you start: what, why, who, when, how? Preparation and communication are the keys to success; you need clarity about all aspects of the change in order to be able to explain it, champion it and deliver it.

Leading change is an iterative process. Work through the questions by yourself and then involve your team, particularly those who are going to be most impacted by the change. Keep coming back to both the questions and your answers.

What do you know now that you didn't know before? What are you going to do next?

What?	What exactly is the change?
	What can you learn from previous change projects?
	What are the benefits of the change?
	What training will be required?
	What assumptions are you making around this change?
	What is the cost of the change? (Money, time/ other)
Why?	Why are you making this change?
	Why are you doing the change this way? (Why this particular approach/ solution?)
	Why now?
Who?	Who does the change affect?
	Who needs to be involved in each step of the process?
	Who can give you advice, support or help?
	Who else needs to know about the change?
	Who can champion the change for you?
	Who is paying for the change?
When?	When is the change being implemented?
	When will you start to see the benefits?
	When are you going to communicate with people?
How?	How is the change going to be rolled out?
	How long is it going to take?
	How will you communicate to all your stakeholders?
	How will you measure success?
	How will you keep people motivated and engaged?
	How are you going to embed the change?