Change Management Plan Template

Introduction

Provide background, link to strategic goals and other changes

Project Sponsor

This person leads the change project and is accountable for ensuring the project and change plan are implemented

Project Objectives

Detail what the project will achieve.

Change Objectives and Principles

Provide details of:
- What the change process will achieve [e.g. information sharing, engagement, input into system changes];
- Principles that underpin the change plan [e.g. inclusiveness/consultation, timeliness]; and
- Ethical issues that need to be considered and how will the change plan will address them.

Change Plan Elements

What are the main elements in the change plan? [e.g. people/culture, systems/technology, documentation, positions/roles, process, skills] Each of these elements may require a particular focus in the change plan.

Rationale for the Change

List the drivers and constraints for change.
What are the risks for the change process?

Key Stakeholder Analysis

Identify the key stakeholders [consider staff, other colleagues in the University, management, unions, students and other clients] and:
- Analyse their response to the change [e.g. what will be their main concerns/fear, where is there likely to be support for the change];
- Identify their needs in terms of change management and consider the style of communication required [language style & level]; and

- Identify the preferred media for communicating or consulting with them about the change [e.g. sessions involving dialogue about the changes, newsletters, briefings from project team members, frequently asked questions].

Assessment of Readiness to Change

Comment on the status of the change so far [e.g. is there a high level strategy in place that stakeholders are already aware of and committed to that provides a framework for the change].

What elements might support the change [e.g. dissatisfaction with current processes; a workplace culture that supports change and innovation].

Is there strong senior support for the change?

Key Change Messages

Identify about 6 key messages to convey about the change process, being upfront about gains and losses. Consider:

- What will be gained/lost for the key stakeholder groups in the change process;
- The messages from the stakeholder perspective;
- What will be their main concerns; and
- Presenting changes in a positive light even whilst acknowledging loss.

Identify Change Elements

Structures/Processes/Responsiblities/Resources/Timeframes/Performance Measures

Consider the need for particular change support structures [e.g. a change team, super users/specialists who are trained first and can support people in the workplace, involvement of users/key stakeholders at various stages, change champions in the workplace].

Consider if there is a need for transitional arrangements to support and whether the introduction of the change process needs to be staged.

What will be the impact on workloads and how will these be managed?

Develop Change Plan

Develop a change plan including performance measures [how will you know the change plan is effective?].

Ensure the plan is adequately resourced.

Include a communications plan

Actions	Who	When	Performance Measures

Consolidation

Ensure policies, procedures and performance measures reinforce the changes.
Remove organisational barriers to the change.
Reinforce how changes have provided benefits.

Evaluation

How will the change be evaluated in relation to the achievement of the planned objectives?
How will the change management processes be evaluated – consider summative as well as final evaluations, how can you assess your change management strategies as you implement them?
How will the evaluation outcomes be circulated and promoted to stakeholders?
How will evaluation outcomes be used in other organisational processes?