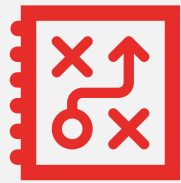**Change management steps**

Create strategy

Be clear on why change
Define From > To change state and Scope of what is/in not part of change
Prepare a compelling change story, addressing WIIFM for each audience
Evaluate what is changing for people, processes and technology
Write description for key roles to lead change
Determine business measures of success

Prepare for change

Assess change readiness of the organization
ID, equip & empower Authentic Informal Leaders (AIL) as change agents
Create tools and resources to help people through the change
Determine change KPIs:
- What does good look like?
- How do you measure?
- How rewarded?

Initiate change

Integrate into HR processes and business workflows
Create and begin your communications including the *Why* and *WIIFM,* provide links to key tools, resources and learning to support the change
Provide real-time learning and a feedback mechanism

Monitor and sustain

Measure, monitor, report and reinforce
Sustain change efforts with:
- Success stories
- Drip messaging
- Leadership plugs
- Integrate messaging into other initiatives and programs

Managing change in a remote work environment requires approaches that foster communication, trust, and flexibility

Tips for remote workforce
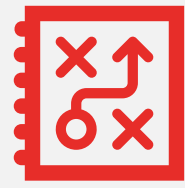
Create strategy

Find early adopters and build momentum from their efforts:
- Share their successes
- Collect barriers and how they overcame them

Considerations to plan as part of communications and training:
- Conflicting priorities / Day job + + +
- Information overload / too much change
- Technology and AI implications
- Human nature to resist change with underlining fears

Prepare for change

Engage and empower employees
- Select change leaders on teams who are people-focused, respected and an influencer
- Provide time, support and rewards for change leaders
- Allow change agents autonomy to make some decisions on how best to adopt change
- Offer flexible work arrangements as change can disrupt efficiencies in workflows
- Prepare training, job aides and tools to support efficient change adoption

Initiate change

Kick off change virtually with a strong communications plans
- Leverage virtual meetings and Town Halls
- Provide frequent and regular communications on purpose for the change, alignment with company's values, impact to employees, and benefits they can expect
- Reward and recognize desired behaviors
- Share examples and successes
- Mini-learning that is quick, simple and integrated into workflows (fun/gamified)

Monitor and sustain

Provide on-going feedback loops:
- Create tech-enabled dashboards for quick leadership reporting
- Use polls, surveys and virtual Q&A sessions to gather and address feedback

Provide continuous learning, development and support
- Hold regular virtual sessions and self-paced modules to build skills