



TEN ESSENTIAL TIPS FOR MANAGING CHANGE

LEVEL 4
TOOLS

High-performing



FOR UBT CO-LEADS & CO-SPONSORS: Identify & manage resistance

1. Clearly communicate reasons for the change.
2. Make it safe to voice concerns throughout the change process.
3. Identify those mostly likely to initially resist the change and give them key roles.
4. Involve resisters as early and as often as possible to minimize grumbling.

FOR ALL UBT MEMBERS: Assess the effects of the change and enlist support

5. Develop a common understanding of the change, getting everyone's point of view: "What's being done now and what will be done differently?"
6. Engage everyone affected in the department/unit as well as your co-sponsors.
7. Identify both enablers and barriers to implementation - and areas that will require greater attention.
8. Challenge UBTC members to identify solutions and make decisions that affect them most.

Celebrate short-term successes - and acknowledge failures

9. After each test of change, recognize contributing department/unit members at huddles and meetings. Use these small wins to increase credibility and keep the momentum going.
10. Accept failures - and talk about what can be learned from them.