**Change Management Flow Process**

**Outputs**

**STEP 1 – Stakeholder Management**
- Identify the stake of all groups and individuals impacted by the change and/or who could influence the outcome of the change.
- Analyze risk, resistance, and “what’s in it for them”.
- Inputs: Org Charts.

**STEP 2 – Communication Planning**
- Identify all stakeholders and target audiences.
- Identify all communication vehicles including media, audiences and frequency.
- Identify key events that will become campaigns and key messages for each campaign.
- Identify monitoring and updating process.
- Inputs: Stakeholder analysis, organization charts.

**STEP 3 – Change Leadership Mobilization**
- Involving stakeholders in owning, shaping, promoting and implementing the change.
- Create tools for change managers, (briefing notes, talking points, facilitation plans etc), and then educate key influencers and sponsors.
- Monitor and sustain executive leadership and commitment.
- Inputs: Communication Plan, Stakeholder Assessment Plan, Organization Structure.

**STEP 4 – Process Change Support**
- Utilize functional process design workshops to capture process changes and identify training and communication needed to support ‘to be’ processes.
- Gather comprehensive list of process change impacts to identify changes by groups and processes.
- Inputs: Process Change Impact Templates.

**STEP 5 – Organizational Alignment**
- Compare current org. structure against future state design changes. Can the current org. structure fully enable & optimize the proposed change?
- Align organization vision, structure & roles.
- Do Gap Analysis, Develop high-level organization realignment plan.

**STEP 6 – Learning and Performance Support**
- Assess training needs from process change and organizational alignment needs.
- Reinforce and internalize appropriate performance phases.
- Inputs: Business Specific – documentation and scenarios.

**Outputs**

- Stakeholder Assessment
- Stakeholder Plan
- Change /Stakeholder Strategy
- Communication Plan
- Stakeholder Plan
- Campaign Plans
- Change Leadership Mobilization Plan
- Change Sponsors identified: Sponsor, Agent, Target, Advocate
- Change Tools identified
- Process Change: Impact worksheets, matrix, transition plan, execution of transition plan
- Organizational Transition Plan
- Training Strategy
- Training Curriculum
- Training Evaluation