

## Resources

Learn how Bonding Change Inc. can assist you with your change initiatives  
Learn about the Association for Change Management Professionals (ACMP)  
Learn about Prosci training for leaders, managers and change practitioners

- [www.bondingchange.com](http://www.bondingchange.com)
- [www.acmpglobal.org](http://www.acmpglobal.org)
- [www.prosci.ca](http://www.prosci.ca)

## Change Management – What is it?

### Change is About People → Change Management helps People

- For an organization to change, it needs people to change and people need support to make that transition. Change management provides structure to help people make the transition to the new ways of working.
- Projects are much more likely to succeed if the people being impacted by the changes are bought in. Otherwise, resistance will drive them to find work-arounds that undermine the project.

### Change Initiatives that Could Benefit from Change Management

- **Growth** → Growth could mean new systems, processes or tools, or even a new emerging culture
- **Processes** → People tend to stick to what they know, good change management helps embed the new ways
- **Structure** → Change management drives good leadership practices during organizational structure transitions
- **Culture** → To drive business strategy, at times corporate culture needs to change; this is a challenging change to manage; change management can make the difference between success and failure

### Leading & Managing Change

- Effectively leading and managing change involves defining the change, determining who's impacted, communicating, training and providing support, measuring adoption and ensuring leadership involvement.
- Leaders need to play an active role; communicate often, guide people through adoption and tackle resistance.

### Embracing Change is Important for Organizations

- Organizations often fail in their change initiatives because they assume employees will embrace whatever they are asked to do; it is just not that simple.
- Remember for a change to occur, you need each person to act and behave in a new way; if they don't the change won't achieve the expected benefits.

### Change Management Learning Opportunities

- Whether you need to train your leadership team, managers, project managers or change management practitioners, there are programs out there to support you. Organizations like Prosci and the Association of Change Management Professionals offer courses and rich information on change management.

### Tips

- **Leadership Team:** Get them involved, get them communicating and ensure they are advocates for the change.
- **Communication:** Do it often, address *why* the change is happening, not just what is changing; and what will happen if you don't change.
- **Feedback:** Build ways to hear the voice of those impacted, often you'll learn everything you need to know just by listening to the people closest to the work.
- **Managers:** Don't overlook your middle managers, they are closest to the action and need to be empowered to lead their people through change, not to mention getting on board themselves.