CHANGE MANAGEMENT
Prosci 5 Building Blocks to Change

Awareness – of the need for change.
“I understand why …”
Change begins with understanding why.
What is the nature of the change?
Why is the change needed?
What is the risk of not changing?

Desire – to support and participate in the change
“I have decided to …”
Change involves personal decisions.
What is in it for me?
A personal choice. Are you willing to do what is necessary?
A decision to engage and participate.

Knowledge – on how to change.
“I know how to …”
Change requires knowing how.
Understanding how to change.
Training on new processes and tools.
Learning new skills.

Ability – to implement required skills and behaviours.
“I am able to …”
Change requires action in the right direction.
The demonstrated capability to implement the change.
Achievement of the desired change in performance or behavior.

Reinforcement – to sustain the change.
“I will continue to …”
Change must be reinforced to be sustained.
Actions that increase the likelihood that a change will be continued.
Recognition and rewards that sustain the change.
Heather Milburn

Areas of Expertise:
- Process Improvement
- Change Management
- Project Management
- Organizational Effectiveness
- Performance Management
- Facilitation

Brown Paper Process 8 Steps:

1. **Interview** – Meet with employees and document the process

2. **Map “As Is” (Current)** – Create a visual representation of the process flow which contain all the steps in the process including any forms used within the process.

3. **Validate** – Meet with employees and confirm that the document flow reflects the “As Is” (current) process. Make any changes/updates as required.

4. **Idea Generation** – Employees and stakeholder’s (people who are affected or involved in the process) review the process and identify areas where there are issues or ideas for improvement.

5. **Analyse** – Evaluate all ideas, prioritize and make recommendations. Stand back and look at the forest, study the trees and determine what works and where there are opportunities for improvement.

6. **Implement** – Develop a plan to implement any changes (To Be Process)

7. **Documentation** – Document the final process. (work instructions)

8. **Monitor & Review** – Ensure new process is implemented consistently overtime and that it is delivering the results you expected.