baobaB

connection

Change Toolkit

"What if that change you are avoiding is the one that gives you wings?"

Change presents us with an intriguing paradox. On one hand it is a fundamental part of how our planet functions and our ability to thrive as a species is deeply rooted in our ability to change. On the other side we can resist it with all of our might, particularly when we feel that change is being forced on us. As humans we are more likely to change when our hearts and minds really 'get it' and we are fully engaged in the change.

As leaders and change agents, it is our role to keep asking ourselves – *and others* – questions to create a perspective that informs decisions, directions and where to course-correct along the way.

Here are some of our favourite change questions:

Prepare
look before you leap

— What will success look and feel like?
— What will be needed from you to lead this change? What will be needed from others?
— Is the organisation ready to succeed in this change? Is it the right time to do this? Is there sufficient capacity and energy to make this change happen?
— When considering the wider global, local and organisational context to this change, what's important to be aware of and keep in mind?
— What does the organisation need to stop, start or continue doing to support the change?

Engage
getting hearts and minds on board

— Who can contribute to the change? Who will be impacted by it? Who are the hidden influencers?
— Can you answer that 'what's in it for me question' that many ask during change?
— Does your change communication include why, how, who, what and when?
— How can you create a two-way flow of communication with different stakeholders throughout the change process?
— Who else do you need to engage in other parts of the organisation ahead of the implementation to get commitment?
— How will effort in the change be recognised and appreciated? What are the different ways milestones to change can be celebrated?

Making change happen
modifying the plane while flying it

— How can you create a culture of "learn and course-correct" in mid-flight to make necessary improvements and adjust when things don't go as planned?
— When there is a gap in communication as humans we fill it with our own story – what are the gaps in the change communication, what stories are people filling it with and what can be done differently to ensure the everyone has shared clarity and understanding about the change?
— What can be done to keep focus and energy on the change until its fully implemented – how will the change be kept alive, in view and top of mind until its fully implemented?
— What learning can be taken from the change and how will this be used in future change?