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"Change is hard at first, messy in the middle, and gorgeous at the end"

"In life, change is inevitable. In business, change is vital"

"The secret of change is to focus all of your energy not on fighting the old but building the new"

"It is change, continuing change, inevitable change that is the dominant factor in society today."

"Changing is difficult, not changing is fatal."

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Change!

THE ONLY CONSTANT

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How do we navigate?

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What is Change Management?

Change management is a collective term for all approaches to prepare, support, and help individuals, teams, and organizations in making organizational change. It includes methods that redirect or redefine the use of resources, business processes, budget allocations, or other modes of operation that significantly change a company or organization.

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Before we start

1. Identify the goals
2. Do we have a specific change we need to address?
3. What will the change accomplish?
4. Who will lead the change?
5. Are we setting a baseline for metrics or growth?
6. When does the change need to take place?
    1. (S.M.A.R.T. goals)

Where do I start?

a. Anywhere! Its more important TO start than dwell on where to start.
b. I tend to start at the beginning or the end by conducting high level process reviews.
c. Identify the various processes, and which teams are involved
d. Then prioritize based on impact (reporting/audit requirements, revenue impact, system/time impact)

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Who should we bring?

a. Build a change team
b. You need your SME's (Subject matter experts)
c. Each business unit/group, leadership, and management that is impacted by the new process should be in the meeting

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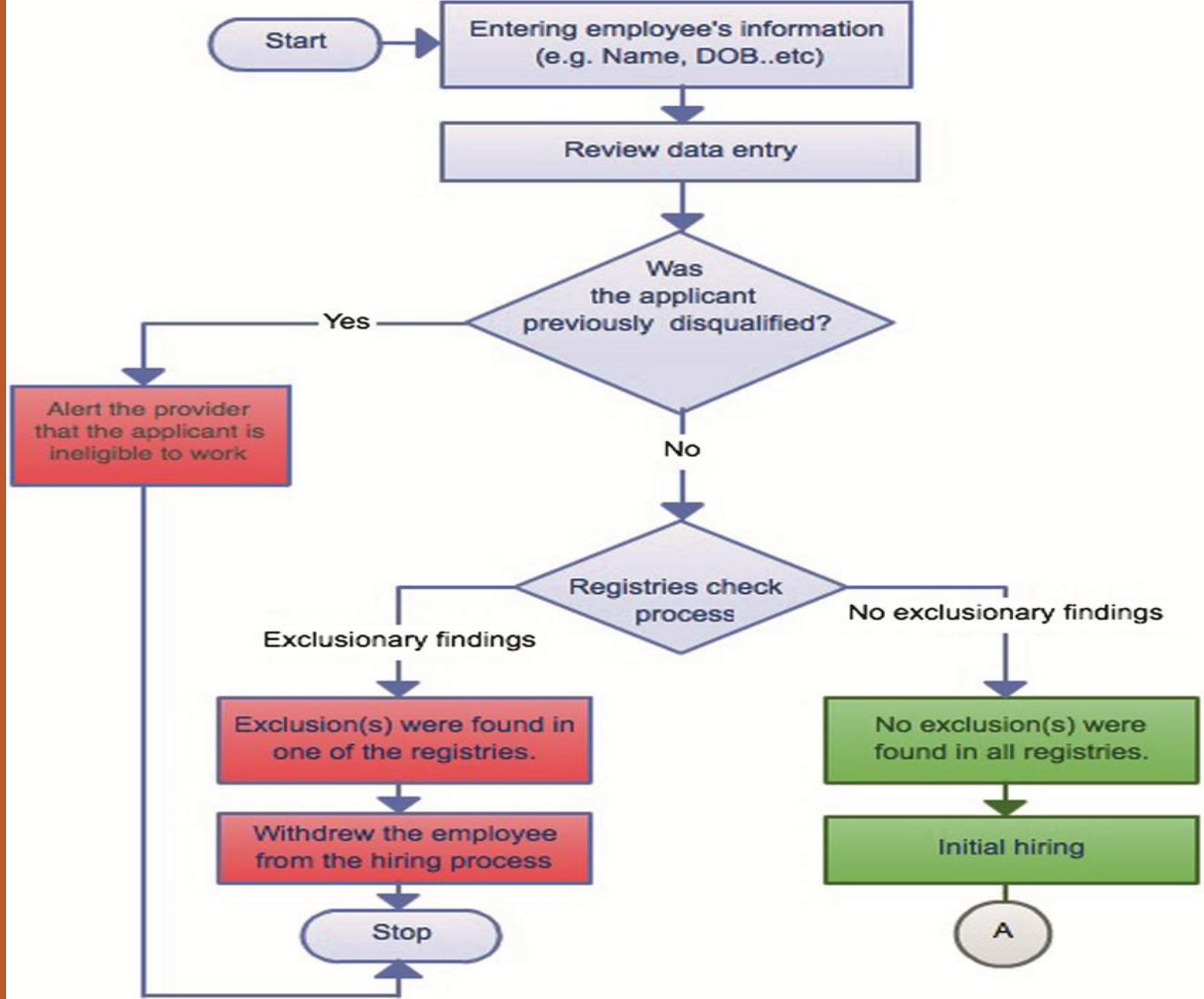
How do I start?

a. Once the processes have been identified and prioritized create a high-level flow/map
b. You don't have to be overly formal (basic examples)
c. There are many other tools available. (swimlane map, relationship map, value stream map, etc…)
    i. SIPOC (Supplier, Input, Process, Output, Customer) for each box of my high-level map


Start
Entering employee's information (e.g. Name, DOB..etc)
Review data entry
Was the applicant previously disqualified?
Yes
Alert the provider that the applicant is ineligible to work
No
Registries check process
Exclusionary findings
Exclusion(s) were found in one of the registries.
Withdrew the employee from the hiring process
Stop
No exclusionary findings
No exclusion(s) were found in all registries.
Initial hiring
A

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What do I do with the flow?

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c. There are many other tools available. (Swimlane map, relationship map, value stream map, etc…)
    i. SIPOC (Supplier, Input, Process, Output, Customer) for each box of my high-level map

Suppliers	Inputs	Process	Outputs	Customers
The provider of inputs to your process	Materials, resources of data required to execute your process	A structured set of activities that transform a set of inputs into specified outputs, providing value to customers and stakeholders	The products or services that result from the process	The recipient of the process output

Information

Suppliers

The provider of inputs to your process

Inputs

Materials, resources of data required to execute your process

Process

A structured set of activities that transform a set of inputs into specified outputs, providing value to customers and stakeholders

Outputs

The products or services that result from the process

Customers

The recipient of the process output

Suppliers

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Analysis

a. Review your inputs and outputs to determine if you are moving non-value information
b. Are all the steps required
c. Can you streamline
d. Loop back to your goals, make sure your process will now address the stated goal
e. Make sure there are metrics to measure that you are achieving your goal
f. Set a review time to come back and confirm the metrics are achieving the desired results, be willing to adjust/change again.

Questions?

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THANK YOU

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