7 practical ideas to help you support people through change

ChangeQuest

01
Ensure people understand the reasons for change

Communicate the purpose: Take the time to clearly articulate the purpose and rationale behind the proposed change.

- Hold a town hall or team meeting to present the reasons behind the change initiative.
- Use visual aids, such as infographics or slide presentations, to help convey complex information in a clear and concise manner.
- Provide supporting data or evidence that demonstrates the need for change and the potential benefits it will bring.
- Share success stories or case studies from other teams or organisations that have undergone similar changes.

01
Maintain trust and openness

You need to create a safe environment of trust and openness so people feel safe learning and trying out new things.

- Conduct Q&A sessions where individuals can openly express their concerns and ask questions. Encourage an open and non-judgmental discussion.
- Create an anonymous suggestion box or an online platform for individuals to submit their questions or concerns privately.
- Compile a list of frequently asked questions (FAQs) and share them with the team or organization to address common concerns proactively.
- Assign change ambassadors or change champions who can serve as points of contact for individuals seeking clarification or support.
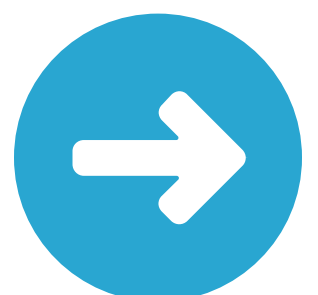
03
Highlight personal relevance

Help individuals connect the change to their own roles, responsibilities, and aspirations. Show how the proposed change aligns with their personal growth and development, or how it contributes to the success of the team or organisation.

- Connect the change initiative to individuals' personal goals and aspirations during one-on-one conversations or performance review discussions.
- Provide training or learning opportunities that directly relate to the skills or knowledge individuals need to succeed in the changing environment.
- Offer mentorship or coaching programs to support individuals in navigating the change and developing their capabilities.

04
Provide autonomy and choice

People need to have a sense of control –some autonomy to feel they can make a choice, rather than everything being imposed on them. It is just human nature: when you sense you have choice, something that felt stressful can feel more manageable.

- Identify areas within the change initiative where individuals or teams can have decision-making authority.
- Create opportunities for individuals to propose and implement their ideas for the change initiative.
- Set aside time for brainstorming sessions or innovation workshops to generate new approaches and solutions.

05
Provide context and context- specific examples

Illustrate the reasons for change by providing relevant examples or anecdotes that resonate with individuals. This can help them visualize the impact and necessity of the change.

- Invite guest speakers or subject matter experts to share real-life examples and experiences related to the change initiative.
- Create visual aids or presentations that demonstrate how the change aligns with industry trends, customer demands, or organisational goals.
- Encourage individuals to share their own stories or examples of situations where the change could have made a positive impact.
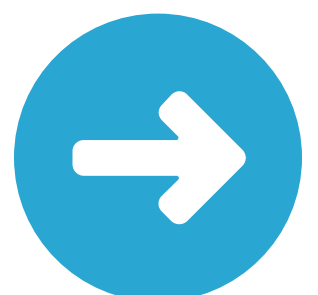
06
Reinforce accountability and ownership

Encourage individuals to take ownership of their roles in the process and emphasise their accountability in contributing to the desired outcomes.

- Clearly define roles and responsibilities related to the change initiative, ensuring that each individual understands their specific contributions and expectations.
- Provide regular progress updates and feedback to keep individuals informed about their performance and its impact on the overall change goals.
- Encourage peer support and collaboration, where individuals hold each other accountable for their commitments and progress.

07
Track progress, review, learn and adapt

It takes sustained effort to bring about change, so it is vital to build in the practice of continually reviewing and reflecting.

- Establish clear metrics, milestones, and KPIs to track progress.
- Conduct regular progress reviews to evaluate the status of the change initiative.
- Foster a learning culture by providing resources and promoting knowledge sharing.
- Adapt and iterate based on feedback, data, and emerging insights.
- Encourage collaboration and cross-functional learning.
- Capture and document lessons learned for future reference and improvement.

Developing a capability in change

If change management is an important skill for your organisation, we can help.

➤ **One-hour talk:** Let us engage with your change community or ppm forum to share valuable guidance and insights on change-related matters.

➤ **3-hour review:** Benefit from our expertise as we evaluate your change management strategy and change communication approach.

➤ **Short bespoke sessions:** Enable us to guide and empower your team through interactive workshops designed to address their specific needs during periods of change.

➤ **Accredited training:** We can offer your change team the opportunity to gain an internationally recognised certification in Change Management individually or as an internal group.

Contact Ranjit Sidhu at +44 (0)1276 34480 ranjit@changequest.co.uk for more information.

Get in touch

Be inspired with new ideas and approaches to navigate change with ease.

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