MANAGING CHANGE - CHANGE DRIVER

There are change drivers and change receivers in every business. A change driver is like the pilot in an aircraft

The Change Compass

Maintaining radar data

- The radar is only as good as the data it receives. If initiative owner does not edit the data after 4 weeks the system will send a reminder email
- The initiative owner can either update initiative details or tick 'Verified' box. Or else, the report will show initiative with a red dot under business unit report, meaning not 'verified'

Aircraft cargo or 'benefits'

- Each initiative carries associated benefits. The Benefits section of initiative entry is not compulsory. The Change Compass is not a benefit tool but this field is useful to help understand high level benefit sizes when prioritising initiatives (without needing to dig up benefit cases for every initiative)
- Benefit 'health' refers to whether change activities are on track in supporting benefit realisation

'Secret' aircrafts

- For very sensitive initiatives such as restructures or employee layoffs, use 'Visible only to' field to hide initiatives so that they can only be viewed by selected users and not show up in reports
- Similarly, this feature may also be used to create scenarios with initiative entries to 'model' and test what the overall business impact may look like

Defining the radar

- Only define 'material' changes from the perspective of the business. E.g. contact centres may be more time sensitive. Refer to Level 1 impact definitions for 'minimum' impact. Outcome: Only show aircrafts vs. birds and bees
- Create a radar that everyone can understand. Don't use projects jargon that the business cannot understand, e.g. project phases

Defining aircraft impacts

- Just as airplane sends info about its details, initiative owner should input data about various impacts. If the air traffic controller tries to manually collect data from every aircraft the data will not be as accurate and timely
- A different impact entry can result from different time, business, impact level, impact activity, or stakeholder group impacted
- If a 'jumbo jet' is going to land, causing significant impacts, use the 'Multiple impacts' tab to capture these more efficiently
- Typical change impacts can be formal announcement, training, go-live, workshop, embedment (time it takes user to uptake the new behaviours)