Checking the progress of your change

Use this basic four-step guide for checking the progress of implementation. The model can be tailored to suit specific change initiatives.

How to do it

1. Desktop review

Review relevant documentation to determine strengths and weaknesses of the change process highlight areas for further investigation and identify individuals for consulting.

Example documents to review:

Example documents to review
The case for change
Business case
Measuring the benefits of change
Change plan
Stakeholder prioritisation
Communications plan
Change readiness assessment
Data collection

2. Consult

Consultations should be focused where they are most relevant and can be conducted in various formats such as focus groups, one-to-one interviews, surveys or workshops.

It is valuable to gather perspectives from as many people involved as possible including:

- staff, line managers and senior managers affected by change
- functional managers affected by change
- change team members.

Indicative questions for the consultation include:

- what is the current state of progress?
- is it on track?
- what is going well?
- what is going badly?
- where are the pain points and what is causing them?
- what are the key aspects to fix?
- what benefits are being realised?

3. Draft findings

Data from the desktop review and consultations should be synthesised and key themes presented in a report. The report should highlight what is working well and what is not, and contain recommendations to address the pain points.

4. Test and finalise findings

Identify a stakeholder to test the draft findings of the report. They should also be tested with the organisation's leadership to maintain transparency, gather feedback and increase the organisation's buy-in. Finalise the report and incorporate the recommendations into the change process to address any issues.