

Preparing a successful change project

What to do	Description	How
Assemble the right project team.	Build a team that includes capable, motivated people with the skills required to deliver the project.	Select your change team.
Make sure the project team is clear on what the project is and why you're doing it.	While this sounds simple, each member of the project team will have a different understanding of what the project will do and why. It is important to get 'on the same page' if you want the outcome to meet your expectations.	Make sure you have agreed on the case for change with your team.
Set clear success measures and track progress against them.	Identifying, measuring, tracking and reporting on benefits are fundamental activities in successful change programs. This will allow you to clearly see whether the project is on track to deliver the outcomes you seek.	Make sure your team measures the benefits of change.
Create a stakeholder engagement plan.	Effectively engaging stakeholders is critical to driving and embedding change. Stakeholders include very senior staff through to front-line employees and community members. Without key people on side, change won't happen.	Ensure that the simple stakeholder engagement plan is comprehensive and will be effective.
Set a clear project plan and track against it.	A clear, feasible project plan will help you plan your activities and milestones and stay on track.	Build a project plan and track against it.
Make sure leaders are equipped to drive the change.	The role of leaders in creating and embedding change cannot be overstated. Make sure that relevant leaders understand the change and are equipped to deliver it in their organisation.	Make sure the team have defined leadership roles and equipped leaders to create and embed change.
Hold people accountable.	All members of the change team and those impacted by the change need to be held accountable to deliver the planned reforms. Without clear and direct accountability, it is unlikely that your initiative will have the desired impact.	Develop your plan to hold people accountable.
Clearly define the risks.	The role of leaders is to be aware of the long-term, strategic risks for the change and to appropriately delegate mitigating strategies to avoid or manage these.	Ensure you have a risk management plan that is comprehensive and up to date.

