

Managing change

Seven elements need to be present to deliver effective change – differing negative impacts occur if any one is missing. Communications in particular are key – leaders should communicate more in periods of change!

1	2	3	4	5	6	7	IMPACT
Vision	Values & behaviours	Skills and knowledge	Motivation	Resources	Action Plan	Communication	
missing	V's & B's	skills	motivation	resources	action plan	comms	confusion
vision	missing	skills	motivation	resources	action plan	comms	inconsistency
vision	V's & B's	missing	motivation	resources	action plan	comms	anxiety
vision	V's & B's	skills	missing	resources	action plan	comms	lack of commitment
vision	V's & B's	skills	motivation	missing	action plan	comms	frustration
vision	V's & B's	skills	motivation	resources	missing	comms	false start
vision	V's & B's	skills	motivation	resources	action plan	missing	all of the above!