

The three  
questions

The six  
limiting  
beliefs

The seven  
benefits

# Change Management

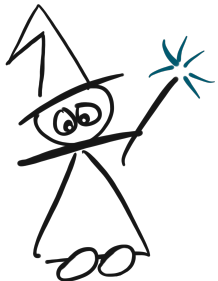
Why it is good for you

# How much value is at risk?

**Three questions** help you calculate how much risk you are carrying

## Questions

1. Does anyone need to **think, act or do something differently** for [this change] to be successful?
2. **How much of your benefits** depend on people thinking, acting or doing something differently?
3. **What are the consequences** if people do not think, act or do things differently?



## Example

1. Yes or No. If No = \$0
2. If Yes, Estimate the % dependency and apply to the total benefits: 80% of \$1m = \$800,000
3. If **none**, then all is at risk  
(100% \* \$800,000 = \$800,000)  
If there are **hard consequences**, then less is at risk (10% \* \$800,000 = \$80,000)

\$800,000 of benefits are dependent on good change management, without it they are likely to be lost. This is your risk level.

# The six limiting beliefs

Our past experiences shape us.

There are six beliefs which give us context on the level of change management we need to invest in.

Exploring these beliefs sanity checks the right level of change management to deliver your value

What **success** looks like

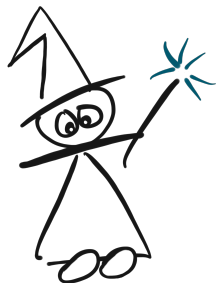
The **scale** of change required

How **important** the change is

How much **risk** you are carrying

What **good** change management looks like

That projects typically **fail to deliver**



# Questions to explore the six limiting beliefs

## What success looks like

- What does success look like for you?
- What is your end goal? What excites you about this change?
- What does it look like long term?
- Is this a commonly held view of this change and the rationale for it?

## The scale of change required

- What are the resources you will need to successfully embed this change?
- What level of resource do you expect will be needed to change the behaviours?
- What are the biggest shifts which need to be made?

## How important the change is

- Why [this change]?, Why now?
- What happens if you do not achieve [this change]?
- If [this change] was to fail to gain traction, how would you feel?
- What do you believe the ingredients are for success?
- Who (or what) are the key drivers of [this change]?
- What are you asking your teams to do?

## How much risk you are carrying

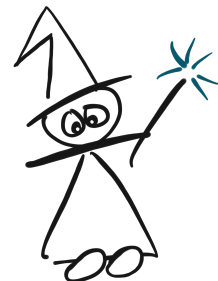
- How big [or important] is this change is to your division/team/company?
- What you believe your biggest risks of failure are? What concerns you about [this change]?
- How ready do you think we are for [this change]?
- What more should you be doing to ensure success?
- How confident are you that your organisation can pull [this change] off? What might get in the way?

## What good change management looks like

- What are the three things which you believe drive success of a project?
- What advice would you give on how to successfully implement change around here, based on your experience?
- What barriers to [this change] can you foresee? How are you planning to address them?
- What conditions need to be met for [this change] to be successfully delivered?

## That projects typically fail to deliver

- What was your most successful project? what made it a success?
- What was your worst project? If you had your time again, what would you do differently?
- Based on your previous experience, what approach do you think we need to take?
- Tell me about your most recent change experience? How did you feel? What worked well, what would you do differently?
- How satisfied have you been with the results delivered by previous projects?



# The seven benefits

Maintain  
performance

Realise  
full Value

Save time  
and money

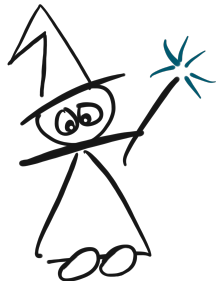
Positive  
acceptance

Build  
capability

You feel in  
control

Your  
success

There are  
many benefits  
in investing in  
change  
management,  
both tangible  
and intangible.



## Maintain performance

- Overcome resistance and maintain your performance outcomes
- Relatively seamless change, perceived as lower impact
- Speed to delivery reduces impact time

## Realise full Value

- Ensure a good return on investment (ROI)
- Achieve the objectives
- Realise the full value of this change
- Remove the barriers get in the way of realising the value

## Save time and money

- Eliminate costs by getting it right and faster
- Save you money on things that have no value
- Help you work smarter, not harder

## Positive acceptance

- Address the barriers and concerns
- Making sure the change is fit for purpose
- Spread the excitement
- Generate positive acceptance
- Less distractions

## Build capability

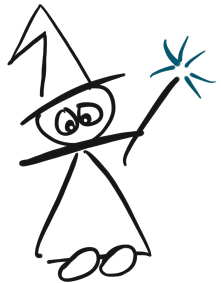
- Develop change leaders
- Build skills and resilience
- Reduces cost of future implementations.
- Build an adaptable organisation, that changes easily

## You feel in control

- You can see whether you will be successful
- Honest opinions
- No surprises, we remove the uncertainty
- The insights to make good decisions,
- You can see progress

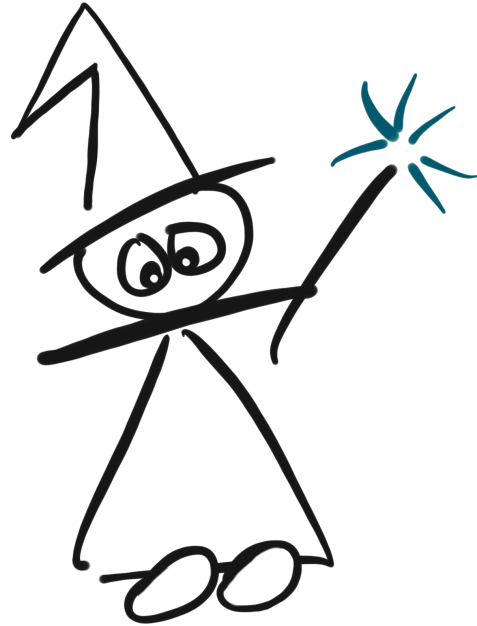
## Your success

- Association with a success, rather than a failure
- Perceived as a more effective change leader
- Leave a legacy
- Deliver your vision, make it real!



For more tools, techniques and tactics

changeXchange



Please visit our friends at [The Change Wizard](#) for tools, tactics and techniques to work smarter, not harder

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changeXchange

The **changeXchange** principles are **creativity**, **community**, and **collaboration**.

We believe that a a transfer of knowledge or energy between people creates innovative solutions to change challenges.

We collect problems to solve; where improvements are needed, or opportunities may exist, related to how we think about, or do 'change'.

This solution is brought to you by Rosie, Sanjay, Sarah, Nigel, Kirsty, Elke, Ed, and Tori amongst others.

See more of what we do at [changeXchange](#)