MANAGEMENT CONTROLS®

TRACK PLATFORM

MCi CHANGE MANAGEMENT
Services

What is the difference between Change Management and Project Management?
Change Management is about the people. *"Are the people using the solution successfully?"*
Project Management is about the technical solution. *"Did we deliver the right solution?"*

Change Management is a systematic approach that involves preparing, equipping, and supporting end users to embrace and adapt to new working methods. It is a proactive and well-organized method of implementing change to ensure smooth transitions. This process involves engaging people, addressing obstacles, and fostering commitment, ultimately accelerating the adoption of the change. Additionally, **Change Management** contributes to enhancing organizational culture and building resilience.

DESIGN

IMPLEMENTATION   **GO-LIVE**   **DEPLOYMENT**   **OPTIMIZATION**

Strategy
Vision, Background, People, Job Responsibilities and Predictable Behaviors.
The MCi Change Management Strategy takes a comprehensive approach to change by considering the specific requirements and obstacles of the organization and its employees. It aims to achieve the desired results while minimizing any possible disruptions.

Planning
Thorough impact and engagement assessments enable proactive handling of stakeholder concerns, appropriate involvement, and increased chances of successful change adoption across the organization.

Communication
A comprehensive communication plan is essential in keeping stakeholders well-informed about the change. It involves clear communication of objectives, benefits, and anticipated impacts, and utilizing multiple channels and approaches ensures effective reach to all stakeholders.

Training
MCi creates a customized training program designed to meet the specific needs of users. It effectively enhances their skills and knowledge by aligning training materials and resources with desired outcomes. The program provides a strong foundation for successful learning and development.

Measuring Success
By analyzing risk assessment, engagement levels, and the communication curve, Change Agents measure success and identify areas for improvement. This data-driven approach allows customization of the change management plan, communication strategies, training programs, and processes, ensuring optimal outcomes and minimizing disruptions.

KEY ROLES
In Managing Change

These roles collaborate closely to ensure the successful management of change within an organization. By fulfilling their respective responsibilities, they contribute to creating a smooth transition and increased acceptance of the change initiative.

SPONSOR

- **Sponsorship:** Sponsors promote, authorize, legitimatize, and display ownership for the change effort. They demonstrate commitment and ensure resources are available.
- **Power and Influence:** Sponsors possess sufficient organizational power and influence to commit resources and remove barriers that may hinder progress.
- **Reinforcement:** Sponsors reinforce the desired behaviors, emotions, knowledge, and other factors necessary for the success of the change.

STAKEHOLDERS

- **Individuals:** Stakeholders are individuals who are impacted by the change.
  Impact: Stakeholders' behavior, knowledge, and skill set are a few examples of the domains that will need to change.

CHANGE AGENT

- **Implementation:** Change Agents are responsible for implementing the change. They take the lead in planning and executing the implementation plan, ensuring it is effectively carried out.
- **Execution:** Change Agents drive the execution of the change initiative by coordinating efforts and ensuring all necessary actions to achieve the desired outcomes.
- **Tracking Progress:** Change Agents track the progress of the change initiative, ensuring it stays on track and meets its objectives.

CHAMPION / ADVOCATE

- **Support and Promotion:** Champions or Advocates act as "eyes and ears on the ground," supporting and promoting the change effort within the organization.
- **Feedback and Questions:** These serve as valuable sources of feedback by addressing concerns and providing insights from those impacted by the change.
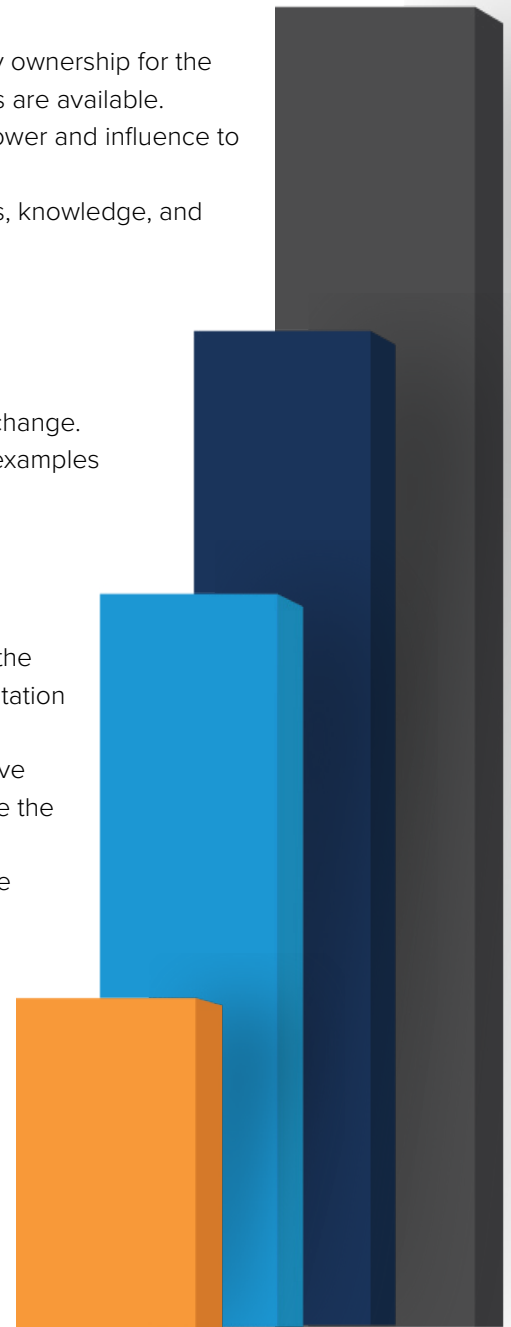
In summary, the clarity and proper allocation of key roles in Change Management are vital for its success. Sponsors provide leadership and resources, Change Agents drive the implementation, and Champions/Advocates support and promote the change. Together, these roles collaborate to ensure effective change management within the organization.

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