

Managing Change

Setting Yourself Up for Success | Teams and Organisations

Start with Outcomes and the 'why'.

People are more likely to be open to change, and contributing actively, if they feel the decision is not a forgone conclusion, that there is still scope for discussion and that their opinion will be welcomed and heard. So, what is the need for change? What outcome are you as a leader or as an organisation looking to achieve? Then you can...

Get Buy-In by Inviting Perspective.

Create a genuine opportunity and avenue to share the outcome and 'why' the need for the initiative, for change, etc. Allow room for people to think about it first, and then how to get the most out of the knowledge, skills, and experience to help the outcome be achieved. You can use an exercise such as below to help guide the discussion.

Create a Mud Map

- Opportunity** Define the opportunity at hand. What is the outcome you are looking for? What would it look like if you were successful? How would you know you achieved the outcome?
- Strengths** What will help or support you, what does the team or organisation have going for it as strengths?
- Barriers** What are the challenges, what might potentially get in the way of achieving the outcome? Validate your teams' experience and knowledge as to what has been done previously, but don't allow a focus on negative historical events. Reframe as "what could we do differently."
- Steps** What will it take and what needs to happen, specifically, for the outcome to be achieved?
- Resources** What resources and support will you need to achieve the steps?

Example: Work through the headings with your team on a whiteboard

Opportunities	Strengths	Barriers	Steps	Resources
<ul style="list-style-type: none"> • Shift culture; more open and transparent • Improve team dynamics and communication 	<ul style="list-style-type: none"> • Team engagement with goal • Tools available • Organisational support for change initiatives • Introduction of Staff Engagement Survey in June 2021 	<ul style="list-style-type: none"> • Personal habits • Historical organisational communication style e.g., often top down • Several team members part time or remote / flexi workers 	<ul style="list-style-type: none"> • Initiate weekly team meetings; all parties invited to contribute to agenda; hold virtually so all can attend • Reduce email traffic, increase face to face communication • Upskill in conflict resolution and having confident conversations 	<ul style="list-style-type: none"> • MS Teams – face to face conversations • Team 360 surveys • Training: conflict resolution • Team session: group cohesion and "ground rules" • Team meetings: agenda, all to contribute

Conversations such as this can be tricky. Our team of experienced organisational consultants can partner with you to facilitate the conversation or coach you to prepare for leading the change process. Contact psych@opragroup.com to discuss.

See also [Talent Management & Organisational Development](#)
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