



## Change Process

“Our dilemma is that we hate change and love it at the same time.  
What we really want is for things to remain the same but get better.”

Sydney J. Harris - American journalist. (1917 – 1986).

### 1. Identify the reasons for the change.

The saying “Necessity is the mother of invention” could be applied to change. We all know that change is a required part of life. It would be foolish to deny the need for business change. The fuel of great organisations is their insistence on hearing everything their people have to say, the good or the bad. Identify why change is necessary and work from there.



### 2. Identify the proposed change and benefits.

Identify these in readiness for your sales pitch in 4 below. Ensure you have gathered all the pain points (known or feared) and the benefits of the change. If the change causes pain, see if the key benefits for customers/clients/patients outweigh that pain.

### 3. Identify stakeholders (all of them).

Remember, “stakeholder” means anyone affected by the change, not just those for whom the change means a change in working practice, but also those in other business areas or your customers, clients, or patients. Use the Moccasin Approach to identify possible pain points.



### 4. Sell and gain buy-in from stakeholders (help people feel involved and valued).

At LAPD Solutions, we believe the secret to successful change comes from careful planning and preparation. Prepare and plan with the greatest care and attention to detail. Employ the 7 Ps – (Prior Preparation and Planning should Prevent Particularly Poor Performance). Sell the change through stakeholders, and the journey will be smoother and with far fewer bumps in the road.

### 5. Identify change sellers/champions.

During 4 above, you will be able to identify the main people who are more driven toward the change, those more receptive to change regardless of the pain points involved. Use the people in 6 below as key messengers. Use their positivity and drive to influence others to get on board too.

### 6. Plan and introduce change.

Using the information from the other elements above, plan and implement the change and ensure any required training is well-designed and supported only a few months before the change begins.



### 7. Monitor change, adapt and inform.

Keep a weather eye on progress, and request reporting lines to update you to catch unexpected issues immediately. Ensure that clean information is pushed out to all your stakeholders on time and invite feedback continuously.

### 8. Reflect, Review and Report on the whole process (3Rs).

Use the 3 Rs by Reflecting, Reviewing, and Reporting on the entire process.

