

Checklist for managing organisational change (adapted from 'TIPS' guide, NCETA- see below for full reference)

**Preparation**

- Has the need for change been carefully considered?
- Have any shortcomings been identified?
- What/who is driving the change? Is this legitimate?
- Is there a shared perspective that change is needed?
- How does the change 'fit' with the organisation's goals, vision and mission?
- What is the evidence that the change will result in desired outcomes?
- Do the benefits of change outweigh the costs/challenges?
- Are the resources available to implement the change?
- Has a reference group or committee been established?
- Does the reference group or committee have a clear role and function?
- Does the reference group or committee include representatives for staff at all levels of the organisation, management, consumers, carers, and other stakeholders?

**Unfreezing**

- Has a communication strategy been developed?
- Does the communication strategy address questions raised in the preparation phase e.g. the need for change, the benefits of the change and the organisation's capacity to achieve the change?
- Is communication delivered in several ways, including face-to-face communication from management, emails, meetings?
- Is the strategy clearly communicated between workers and supervisors?
- Have workers been given the opportunity to discuss pros/cons of current work practices?

### **Changing**

Have managers/supervisors been briefed on the change process so that they can answer staff questions e.g. purpose of the change, how it will affect them, benefits of the change, opportunities for input into the change process, the actual process of change and avenues for feedback.

Is staff involved in the change process e.g. regular meetings, representation on committees, regular informal discussion, surveys?

Is staff provided with regular, constructive feedback on the performance of new work practices?

Do managers provide recognition/reward staff who demonstrate changes to their work practice?

Are there opportunities for professional development/extra support/supervision if staff require assistance to learn new work procedures and practices?

Is there a trial period for the proposed change? Will this be closely monitored and evaluated?

Has an evaluation plan been developed to assess the process of change and outcomes of the change process?

Does the evaluation plan identify who will be involved in the evaluative process, and include a range of stakeholders?

### **Confirming/supporting**

Is there a plan to provide ongoing support to staff e.g. 'checking in' meetings, opportunities to discuss evaluation outcomes, feedback