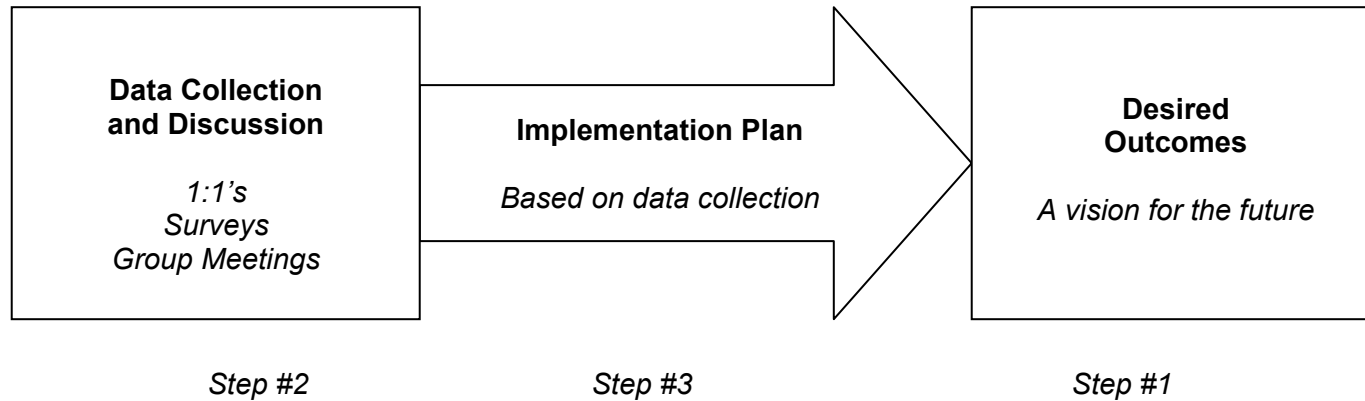


Change Management: A best practice model



Step 1: Identify Desired Outcomes

- Be able to describe the future – the desired outcome.
- Examples include: Overall expectations, goals, organizational structure, etc.

Step 2: Collect data/input

- 1:1's: Individual strengths, interests, challenges, ideas for a smooth transition .
- Customer service surveys.
- Brainstorming meetings.
- Consult with OED, HR or PQI as applicable to determine potential risks, obstacles and alternatives.

Step 3: Determine implementation plan based on data collection efforts

- Communicate implementation plan.
- Clarify people's roles and responsibilities during the transition.
- Maintain open lines of communication to identify needed "tweaks" in the implementation plan.