CHARTING CHANGE

Five Keys to Successful Change

by Braden Kelley

http://charting-change.com

Charting Change introduces a visual, collaborative **Human-Centered Change™** methodology designed to help get everyone literally all on the same page for change.

The associated toolkit begins by painting a different background for the landscape of organizational change. Here we introduce the first of more than fifty tools and frameworks comprising that make up the Human-Centered Change™ methodology.

When it comes to organizational change, most people focus on change management and there is even a couple of professional associations organized around the practice of change management, including the Association of Change Management Professionals (ACMP).

But change management is only one of the **Five Keys to Successful Change**:

1. Change Planning

Change Planning is the first key to successful organizational change, and it focuses on drawing out the key issues of the necessary change and puts some structure and timeline around them.

You will find you have a better experience and a more successful outcome if you use a more visual, collaborative method using something like the **Human-Centered Change™ methodology** I will be releasing soon to help you create the necessary change plans, goals, metrics, etc.

2. Change Leadership

Change Leadership is the second key to successful organizational change, and is important because good change leadership provides the sponsorship, support and oversight necessary for the change activities to receive the visibility, care, and attention they need to overcome inertia and maintain momentum throughout the process of transformation.

3. Change Management

Change Management represents the third key to successful organizational change, and it is probably the one most people think of when they think about organizational change because it focuses on managing the change activities necessary to achieve the change objectives.

The term itself has some challenges however as the term also refers to the management of code changes during the software development process and its relationship with project management is confused.

We will dig more into the relationship between project management and change management in a future article.

4. Change Maintenance

Change Maintenance represents the fourth and probably most neglected key to successful organizational change.

Many change leaders lose interest after the major launch milestones are achieved, and this is a real risk to sustained success of the change effort.

During the change maintenance phase is when you measure the outcomes of the planned change activities and reinforce the change, to make sure the change effort has met the change objectives and when you ensure that the behavior change becomes a permanent one. Neglect this phase and people often slip back into their old, well-worn patterns of behavior.

5. Change Portfolio Management

Every organization will have a broad collection of larger change efforts (digital transformation, merger integration, layoffs, etc.) and smaller change efforts (including all projects) underway or in the planning or maintenance stages at all times.

This portfolio of change efforts must be managed and Change Portfolio Management represents the necessary activities for balancing all of the resource needs of this variety of change efforts.

Five Keys to Successful Change

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- Utilizes the Change Planning Toolkit™ to create the necessary change plans, goals and metrics

- Provides sponsorship, support and oversight for the change activities

Change Planning

Change Leadership

Change Portfolio Management

Change Maintenance

Change Management

- Measures the outcomes of the planned change activities and reinforces the change

- Manages the change activities necessary to achieve the change objectives

This is the first step in the Human-Centered Change™ approach to organizational change that you can use to help change the world in the series of Big C and Little C change efforts that you may lead throughout your life.

Big C change efforts are what most people think as change initiatives (mergers and acquisitions, layoffs, transformations, etc.) while Little C change efforts are any project that you might undertake (after all every project changes something).

If we want to do better than the 70% failure rate that change practitioners face in their work, we must look beyond change management or change leadership, and instead think more holistically about change, and to consider all **Five Keys to Successful Change**.
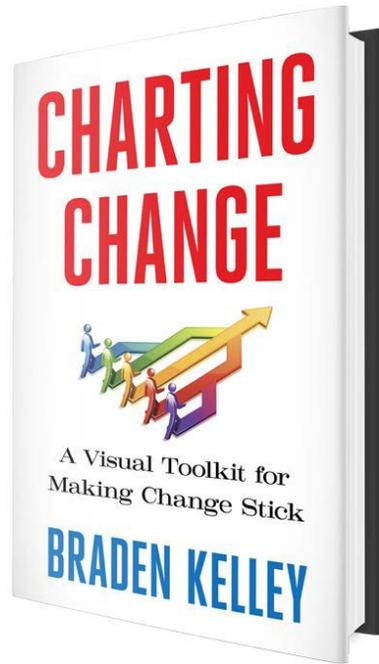
For more information about the book and the tools and frameworks inside, go to:
http://charting-change.com