



SADC-RTGS User Group Awareness

Where would you plot your organization's change management maturity? **CHANGE MANAGEMENT EMBEDMENT ESTABLISHED CHANGE SOME CHANGE** PRACTICE Change Managers work at a **NO CHANGE CHANGE M'GMENT MANAGEMENT** high-level across multiple **MANAGEMENT AWARENESS** projects, or hold high level CM in many projects led by positions in large projects. head of change. Change CM full-or part time in most Managers have a standard set All roles, PM, BA are aware bring their own framework of tools and templates to use. of the importance of change Stakeholders know what Communications and training and build it in to within the projects. change managers do. programming. Time and budget are allocated to Collaborative change delivery change. saves time for stakeholders. Users are considered, PM/BA Stakeholders do not know A single view of change Organisational over-stretched with transformation happens. and change fatigue. Can Everyone manages change conflicting priorities. lack change innovation. well.

"just get on with it!"

"Its just Communication & Training, whats the big deal?"

"If we have budget we will look at it"

"Our leaders embrace change, so will I"

"Change has a strategic focus and its part of who we are"



Change Management Pillars

Successfully implement strategies and methods for effecting change and helping people to accept and adapt to change.

- Our Stakeholders: Who they are? What they expect? How they expect it? When they expect it?
 - Mapping influence & Impact
 - Aligning understanding, expectations, purpose & urgency

- Ongoing Communication: Ensuring the Right:
 - Purpose
 - Message
 - Sender
 - Time
 - Audience
 - Channel



- Team Matters through:
 - Pulse surveys with action items
 - Team motivation
 - Team culture & values
 - Conducive working environment
 - Connectedness
 - Managed team dynamics
- Fit for purpose training approach:
 - Clear learning objectives
 - Most effective training methods
 - Competency assessment
 - Closely aligned to business outcomes
 - Evaluation of effectiveness & impact

- Insights to change initiatives link to business results
- Outcome based metrics
- Data based decision making
 - Qualitative & Quantitative



















