



SADC-RTGS User Group Awareness



Where would you plot your organization's change management maturity?

05

04

03

02

01

NO CHANGE MANAGEMENT

CHANGE M'GMT AWARENESS

SOME CHANGE MANAGEMENT

ESTABLISHED CHANGE PRACTICE

CHANGE MANAGEMENT EMBEDMENT

Small organisation or PM led projects. Communications and training delivered and organised by the Project.

Small organisation or PM led projects. Change capabilities or some CM in company. Communications and training delivered and organised by a PM or BA who has change capabilities.

CM full-or part time in most projects. Change Managers bring their own framework and work independently within the projects.

CM in many projects led by head of change. Change Managers have a standard set of tools and templates to use. Stakeholders know what change managers do.

Change Managers work at a high-level across multiple projects, or hold high level positions in large projects.

All roles, PM, BA are aware of the importance of change and build it in to programming. Time and budget are allocated to change.

Change is completely overlooked. No consideration for the users

Users are considered, PM/BA over-stretched with conflicting priorities.

Stakeholders do not know what to expect when a change is delivered. CM's are working in Silos

A single view of change helps manage resistance and change fatigue. Can lack change innovation.

Organisational transformation happens. Everyone manages change 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**.



