ASSESSING RESPONSES TO CHANGE

Part 1

If you believe that people feel any of the following about your change project put a number next to it to indicate the degree of <u>anxiety</u> that the situation will create.

1=low, 2=medium, 3=high, ?= don't know

☐ Lack of understanding of the project and its implications

☐ Threat to job security

☐ Loss of status

☐ Need to learn new skills

☐ Change in culture

☐ Loss of expertise and experience – devaluing of skill

☐ Changes in communication norms

☐ Low tolerance for change

☐ Shifts in influence and control

☐ Other

For each medium, high, or don't know score identify the risks of this jeopardizing project success. Develop a communication and/or action plan to mitigate these.

Part 2

If you believe that people feel any of the following about your change project put a number next to it to indicate the degree of <u>engagement</u> that the situation will create.

1=low, 2=medium, 3=high, ?= don't know

☐ Full understanding of the project and its implications

☐ Gain in status

☐ Need to learn new skills

☐ Change in culture

☐ Gain in expertise and experience – increasing of skill

☐ Changes in communication norms

☐ Good tolerance of change

☐ Shifts in influence and control

☐ Other

For each medium, high, or don't know score identify how you can use these to drive project success. Develop a communication and/or action plan to accelerate this.