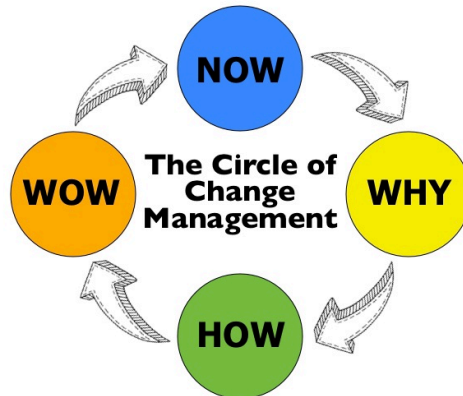


## FROM NOW TO WOW

### Change Management in 4 Easy Steps



### **Fear of change is usually fear of losing something**

The Circle of Change Management is a deceptively simple model highlighting the distinct phases necessary for successful change management. The simplicity of this model lends itself to effective educating and sharing to all organisational levels.

#### **NOW** - The Reality Check

- Where are we right now?
- How effective is our current operating model?
- How viable is our business?
- Are our clients/customers happy?
- Are our suppliers/vendors happy?
- Are our staff happy?
- Am I happy?

#### **WHY** - The Reasons For Change

- Not another change!
- Why is this change better than how we're doing it now/ what do I fear losing?
- What would happen if we didn't change?

#### **HOW** - To Implement Change

- What, specifically, is the change?
- How will this change affect me?
- How will this change affect my staff?
- How can I engage my leaders in this change?
- What support will the organisation provide?
- What additional training will I receive to help me prepare, accept and motivate myself as I lead my staff through change?
- Can I offer my own innovative ideas on how to approach this change?

## **WOW - The Benefit of Change (WIIFM)**

- What is the benefit of this change to me?
- What is the benefit to my staff?
- Will this change mean clearer direction?
- Will this change diminish reactive measures?
- How will my day look different in this brave new world?
- What response can I expect from our clients/customers?
- How will this affect our interactions with suppliers/vendors?
- How does this change benefit the organisation?

## **How to Use The Circle of Change Management:**

- All 4 steps must be covered in the given order.
- Decide which questions need to be covered in each step.  
(Add and/or delete those questions not applicable to your situation.)

## **NOW**

This step is briefly covered; enough info to give a clear picture on NOW.

## **WHY**

This step needs to give clear reasons WHY the change is necessary.

## **HOW**

This step answers relevant questions and provides strategies to help implement change. Some suggestions are:

1. You Set The Lead
2. How to Give Effective Feedback (two models)
3. How to Advise The Consequences of Unacceptable Behaviour
4. How to Say NO, Diplomatically
5. The Real Message of Your Non-Verbal Language
6. The 5 Steps to Delegation
7. Are You Listening?
8. Teams Want The Boss to Be The Boss
9. The Four Learning Styles
10. The 3 Life Options

## **WOW**

This step reinforces the benefits of change and encourages WOW, a celebration upon completing this stage.

## **RINSE AND REPEAT:**

Where are we NOW? WHY we need to keep improving; HOW we can do that; WOW we did that ... rinse and repeat.