Navigating Change Management

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Change takes place at many levels – as part of a project, process, or organization. Many changes are planned, initiated, and controlled while others are unexpected and completely disruptive to our work and environment. Sometimes we can anticipate an event is going to happen and plan in advance for it, which helps lessen the negative impact of the change event. At other times, our work and lives are completely disrupted, and we see ourselves responding in crisis mode.

Change management is a process that includes strategizing and creating the vision and/or roadmap, identifying and mobilizing change teams, implementing the change and celebrating small wins, identifying and monitoring performance, and using those performance metrics to adjust where needed.

Though there are multiple change management methodologies and tools, the most important aspect of any change process are the people. It is, ultimately, the people who make any change successful, regardless of fit, form, or function.

Change also takes time. Organizational and cultural changes are processes that can take multiple years to integrate as the new normal. According to Harvard Business Review, 70 percent of planned change initiatives fail due, in part, to lack of planning and monitoring. Benjamin Franklin was right when he said, "If you fail to plan, you are planning to fail."

Small and large, planned and unplanned, change impacts us all. More so now than ever before. Change is part of both our personal and professional lives, sometimes all at once and other times at frequent or not so frequent bursts. How we choose to manage change impacts how successful we are at integrating it as our new normal. Remembering, of course, it's the people that are the most important part of any successful change.

We invite you to dive a little deeper in the following links:

TED Talk: https://www.youtube.com/watch?v=oK9TLAZZ-3g

Change Management article, *Decoding Resistance to Change*:
https://hbr.org/2009/04/decoding-resistance-to-change