

HR's Role In Change Management

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Agenda

1. Overview
2. Human Resources Capital and the Visioning Process
3. Secure Senior Management Buy-in
4. Detailed Project Plan
5. Communicate, Communicate
6. Secure Buy-In from Line Managers
7. Don't Forget your Employees
8. Communicate & Celebrate

Overview

- * Change is the Only Constant
- * Tips and Best Practices to Successfully Manage the Change Process

HR Capital & the Visioning Process

- * HR Capital Key to Success for Change
 - * Best Talent in Place
 - * Minimize Disruption in Engagement
- * HR Participation in Change Visioning Process
 - * What is the end STATE?
 - * What are the Phases of the Target Operating Model Attainment?
 - * What are People Components?
- * Who do we Need to get:
 - * Skill Sets
 - * PMO Management
 - * Human Capital Planning

Senior Management Buy-In

- * Secure Total Buy-in and Ongoing Visibility and Leadership from Senior Management, including People Component
- * Senior Management should:
 - * Establish Clear Vision,
 - * Drive & Support the End Goals your Organization wants to achieve
- * HR's Role:
 - * Input Into Design
 - * Advise, Coach, Support and sometimes Lead Senior Management

Project Plan

- * Create a Project Plan Including:
 - * Clear Goals,
 - * Milestones,
 - * Action Plans
 - * Accountabilities
 - * Rules of Engagement for Dealing with Unexpected Events and/or Conflicts
- * Determine how you will Measure Progress to be able to Course-Correct
- * Ensure Scope, Resources and Time Lines are in Alignment

Communicate, Communicate ...

- * Plan to Communicate on an ongoing basis , Establish a Schedule that Employees will depend on
- * Prepare a Communication Plan with Management to Ensure Uniformity and Continuity of Message
- * Manage Communication with Integrity:
 - * Communicate when you Commit to do so
 - * Tell the Truth
 - * Be Direct
 - * State the Facts and Key Management Decisions

Line Managers

- * Seek Buy-In from Line Managers for both Business and People Plan
- * Provide them with Resources & Tools they Need to Lead the Change at their Team Level
- * Provide them with:
 - * Coaching,
 - * Learning & Development Opportunities
 - * Support in Making the Hard Decisions
- * Remember: their Emotional Intelligence, Interpersonal Skills and Leadership Skills will be critical
- * HR to Fill the Gap

Employees

- * Think Engagement:
 - * Treat them with Respect & Dignity
 - * Be transparent, Direct and Factual
- * Be Clear Timely and Truthful with Bad News
- * Be Positive, Inspiring and Enthusiastic about Good News
- * Provide Immediate Feedback Whenever Possible

Communicate & Celebrate

- * When Change is Complete:
 - * Communicate at Each Stage of the Project
 - * Thank all Stakeholders for their Contributions
- * Celebrate Robustly
- * Breathe a sigh of relief and Begin Planning the Next Change.

THANK YOU and BEST OF LUCK
WITH YOUR CHANGE INITIATIVES