



BUSINESS CHANGE PLANNING CHECKLIST

1. Define the Change

- Clearly articulate the change and its reasons.
- Identify the specific objectives and outcomes expected from the change.
- Determine the scope and impact of the change on processes, technology, and people.

2. Assess Readiness and Impact

- Conduct an impact analysis to understand the change's effects on different groups.
- Assess organizational readiness for change.
- Identify potential resistance and barriers to change.

3. Stakeholder Analysis

- Identify all stakeholders affected by the change.
- Understand stakeholder perspectives and concerns.
- Map stakeholders according to their influence and interest in the change.

4. Communication Strategy

- Develop a communication plan that outlines key messages, channels, frequency, and audience.
- Ensure communication is two-way, allowing feedback and concerns to be raised.
- Tailor communication to different stakeholder groups.

5. Leadership and Sponsorship

- Engage and secure support from senior leaders and sponsors.
- Identify and train change champions within the organization.
- Ensure leaders and sponsors communicate the change effectively.

6. Training and Support Plan

- Identify training needs based on the skills and knowledge required post-change.
- Develop a training plan that includes schedules, formats, and content.
- Plan for ongoing support and resources to assist employees during and after the transition.

7. Resistance Management



- Develop strategies to manage resistance.
- Establish feedback mechanisms to capture concerns.
- Provide clear channels for support and questions.

8. Implementation Plan

- Create a detailed action plan including timelines, milestones, and responsibilities.
- Determine the resources required for implementing the change.
- Set up monitoring and measurement systems to track progress.

9. Integration and Sustainability

- Plan for the integration of the change into organizational culture and operations.
- Ensure policies, systems, and structures support the change.
- Develop mechanisms to reinforce the change and prevent regression.

10. Review and Continuous Improvement

- Schedule regular reviews to assess the outcomes of the change against objectives.
- Collect and analyse feedback to identify areas for improvement.
- Adjust strategies and plans based on feedback and lessons learned.

11. Closure and Recognition

- Formally close out the change project once objectives are met.
- Recognise and reward contributions and achievements.
- Capture learnings and document best practices for future change initiatives.