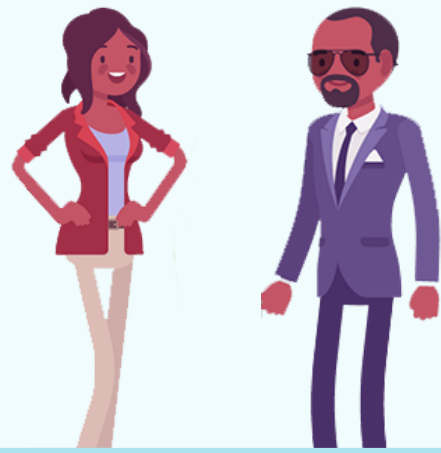


Change Management Foundations

A quick guide to resources at your fingertips



Change Management Library

- [Leading Change](#)
John Kotter
- [Change the Management](#)
Al Comeaux
- [The Change Agent's Guide to Radical Improvement](#)
Ken Miller
- [Who Moved My Cheese?](#)
Dr. Spencer Johnson
- [Employee's Survival Guide to Change](#)
Jeffrey Hiatt
- [The People Side of Change](#)
Jeffrey Hiatt & Timothy J. Creasey
- [A Passion for Leadership](#)
Robert Gates
- [ADKAR](#)
Jeffrey Hiatt



Want to dig deeper?

Leadership Library

The Leadership Library is a forum for team members from all agencies and from all levels to share books, articles, videos, and other sources that inspire them to think and do differently.

Developing SMART Goals

Need a little help laying out your goals for your project? Here's a great place to start!

Communication Plans

Check out this crash course on how to use a communication plan to organize messaging about your project.

Problem Statement Template

Check out this simple framework to get your team on the same page before you jump in to your project.

Initiative Contracts

Learn how to use another simple framework to establish team consensus around goals and roles.

After Action Reviews

Organize post-change discussions to understand what worked and what could be improved next time.



The [Show Me Excellence website](#) is your one-stop-shop for training materials and resources





Change Management Definitions

- **After Action Review:** a structured review or de-briefing through a guided process, where participants of the project or event analyze what happened, why it happened, and was the outcome what was intended?

- **Baseline Data:** data reflecting the current performance of a process before a change is introduced

- **Change Champion:** a team member that helps facilitate change

- **Communication Plan:** a planning tool to organize messaging for a project, including content, delivery mechanism, and messaging schedule

- **Facilitator:** an individual that sets meeting agendas, leads discussion, and guides team activities

- **Gantt Chart:** a simple project management tool to visualize a project's phases over a timeline with status updates

- **Influence Model:** a framework used to navigate shifts in people, processes, and focus when an organization must begin to operate much differently than it has in the past

- **Initiative Contract/Team Charter:** a document guiding teams as they design a project or initiative, designed to confirm the team's roles and clarify goals

- **Kanban:** a visualization of required tasks for a project. As tasks are completed, they are moved between categories reflecting their status

- **Late Adopter:** an individual who waits and sees who adopts a change

- **Problem Statement:** a clear, concise, and measurable description of the problem to be addressed

- **Process Map:** a planning tool that visualizes each step in a process

- **Project Manager:** an individual responsible for the planning, procurement, execution, and completion of a project

- **Project Scope:** a statement defining the boundaries and focus of a project

- **Project Sponsor:** an individual with authority to make decisions, provide resources, and remove barriers for a project

- **Resistor:** an individual resistant to a change, who may be brought on board through applying change management principles

- **SMART Goals:** specific, measurable, achievable, relevant, and timely goals designed to make progress towards a vision or purpose

