

# CHANGE MANAGEMENT

## Implementation



### Change Management

Change management involves organising and supporting a change process from start to finish, including engaging people to embed and sustain the change. Evidence demonstrates that it is imperative to manage the people side of the change, as well as the technical aspects of implementation.

\*Redesign applies the principles of the Accelerating Implementation Methodology (AIM) to effectively manage change.

### Implementation

The purpose of this phase is to effectively implement the solutions you have developed, so they become the new way of working.

## Key points

### 1. Use a change framework

Implementation is the most resource intensive and challenging part of many change projects, and is largely the key to success. Invest in building your knowledge on implementation science and choose a framework to structure your approach. Redesign advocates the use of AIM, which provides practical tools and tactics to help you make change.

### 2. Use change assessment tools

Form an implementation team that includes the project managers, champions and sponsor/s who are responsible for the change management. This team will need to assess the current enablers and challenges for the change. Using assessment tools such as the AIM Implementation Risk Forecast, Implementation History Assessment and Individual Readiness Assessment provides information to inform the development of a change management strategy.

### 3. Plan your approach

Investing the time to develop and use a change strategy will pay off later. A thorough change plan will include ways to build readiness for change and keep momentum. It will include a specific communication plan for implementation; the role of key champions, influencers and change facilitators; the actions required by sponsors; a schedule that sequences the change; and a monitoring plan.

### 4. Revise the plan as required

Once you have developed the plan, you need to acquire the resources to put it into action and monitor how it is working. The implementation team should meet regularly to assess how the plan is going and adjust or revise it as required. Rescoring the Implementation Risk Forecast can assist you to recognise gaps and adapt your plan.

## Considerations and tips

Good change management is all about engaging and communicating with your stakeholders. Listening carefully to people and demonstrating that you have heard their point of view is crucial to engaging them and getting their support.

### All good things take time

Bringing people along the change process can be challenging and can often take time, but using tools and principles that are proven to be successful will help you achieve your goals. This may help make the change a positive experience to you personally as well as the organisation overall.

### Change training

Provide training in change management to champions and sponsors as needed. Don't assume everyone already has the skills and knowledge. Encourage reflection on successes and challenges along the way so people can learn and grow professionally. This can have long-term positive effects for the organisation as well as the individual.

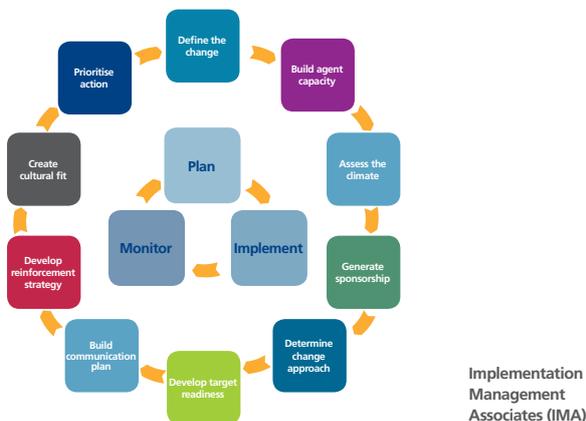
### Expert help

Implementation science means understanding the methods used to promote the adoption and integration of evidence-based change into business as usual process. Read widely and seek out the experts in your organisation who can help you better understand and apply the change concepts. Your redesign leads are a great place to start.

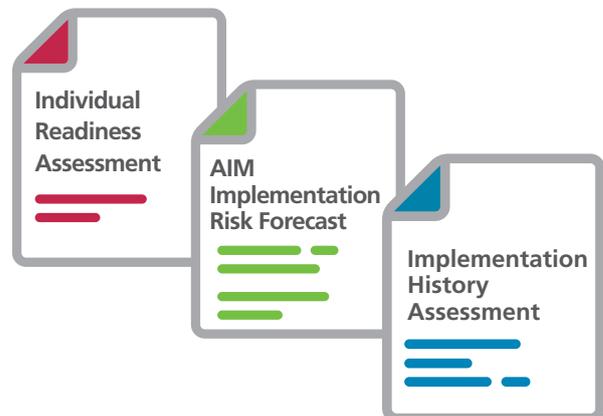
### Smooth sailing or rocky road

The implementation phase is often challenging for you and the change team. It's important to own and be passionate about the change, and not take challenges personally. Work with your team to build supportive relationships and resilience, so when there are challenges, you can regroup and devise new tactics in response.

## AIM Roadmap



## AIM Tools



## Further information

[My Health Learning Log in Form](#) – Redesign Implementation (202464792): All modules

## Next steps

Managing the human factors of change needs to begin from the very start, but it becomes vital during the implementation 'go live' stage. This is be the stage where the rubber hits the road for your change plan!