Change Management: Managing the People Side of Change

Changing how people work with information and records on a daily basis can be complex. The change may include new or improved policies, processes, technology tools, or job roles and responsibilities. And, the audience being impacted by the change may include only a few people or every person in the organization. ‘Change Management’ is a structured process and set of tools focused on achieving the desired outcome of a program or project by managing the people side of change. Change management experts work closely with project teams focused on the technology side of change.

Connection to Business Results

The business case for change management is benefit realization. Effective change management is closely correlated with project and organization success including meeting or exceeding project objectives, as well as delivering projects on schedule and on budget. The primary reasons for applying change management:

• Increase the probability of project success
• Manage resistance to change improving adoption and utilization of processes and technology tools
• Build a change competency into the organization

Best Practice Change Management Tools, Processes and Methodology

Gimmal utilizes the Prosci, Inc. best practice tools, processes, and change management methodology integrated with our consulting and solution services. Prosci is the leading provider of research and tools to manage the people side of change. The Prosci model recognizes change management is a process that drives project success by supporting individual transitions required by organizational projects and initiatives.

• Phase 1 – Preparing for ChangeTM examines the nature of the change, groups being changed, training of project resources, creation of a sponsorship model, identification of risks, and development special tactics.
• Phase 2 – Managing ChangeTM focuses on development and implementation of individual plans that comprise the Change Management Master Plan: Communication Plan, Sponsor Roadmap, Training Plan, Coaching Plan, and Resistance Management Plan.
• Phase 3 – Reinforcing ChangeTM addresses auditing and feedback loops as well as development of corrective action plans, after action reviews, and final transition management to operational teams

Change is a Process: Current, Transition, and Future States

Employees are comfortable and prefer the current state. Transition creates stress and anxiety since the future is unknown or not well understood. Gimmal's change management services leverage the Prosci 3-Phase Process to manage the effective and efficient transition from current state behaviors to
the desired future state behaviors necessary to achieve optimal program and project outcomes. Success is measured by:

- Speed of adoption – How quickly did people make the change?
- Ultimate utilization – How many of them made the change?
- Proficiency – Are people performing at expected levels after the change takes place?

**Change Happens One Individual at a Time**

Organization change is realized by ensuring all individuals who are impacted by the change transition successfully. Gimmal’s change management services utilize the Prosci ADKAR® Model and give structure and intent to supporting individual change:

- Awareness of the need for change
- Desire to participate and support the change
- Knowledge on how to change
- Ability to implement required skills and behaviors
- Reinforcement to sustain the change

**How Much Change Management?**

Every program or project requires some level of change management, but the amount of change management varies for every organization and project. Gimmal’s change management experts will develop a change management strategy to meet the specific needs of your organization and the desired outcome of your change initiative at a program or project level:

- Understand the change: characteristics and impact of the change being introduced
- Understand the organization: characteristics that determine how readily the change will be adopted

**For More Information**

For more information please contact Gimmal Sales at (877) 944-6625 or sales@gimmal.com.

**About Gimmal**

Gimmal is the world’s leading provider of Microsoft SharePoint solutions. Our software extends and enhances SharePoint enterprise information management and governance, and provides SAP content archiving and interoperability. Using Gimmal’s award-winning solutions, you can easily transform SharePoint into a platform to consistently govern and manage the content, documents and records in your organization and access content online or offline from your Windows 8 PC, Tablet, or Windows Phone. Gimmal’s SAP-certified, content archiving and interoperability solution increases productivity and efficiency by delivering composite business applications in line with organizational and industry requirements, on-premises, in Office 365, or in the Azure Cloud. For more information, visit www.gimmal.com.