

Worksheet: Implementing and Learning From Change

What core measures—results and processes—will your organization need to measure to assess change outcomes?

From whom will the organization gather data? How will the data be gathered from these sources?

What will your organization's cycle for checking results look like, including the collection of "before" and "after" data?

What resource requirements are needed to carry out the plan for checking results? Who will be responsible and accountable for the effort to check results?

How and to whom will your organization communicate the results of the assessment?

Based on the findings, what process will the organization use to determine corrective action?

How will the organization continue to gather data on systems impacts? What long-term solutions can be developed to align the organization with the change and the change with the organization?

What "lessons learned" have been gleaned from leading and managing this change?

What are some specific ways you can show commitment to the change through consistency in your words and actions? (For example, what actions are you asking of your staff that you should model for them?)

What opportunities now exist in which people can show creativity? What activities can you create to give people an opportunity to be creative?

What are your strategies for encouraging responsible risk-taking?

How will you handle mistakes? How will you monitor our own reactions to risk-taking and mistakes?

How will you recognize and reward innovation?

What are some specific behaviors people will be demonstrating when the change has been made?

What strategies do you have for reinforcing these behaviors?

What ideas do you have for ways to celebrate when the change has taken place?