

Change Waits for No One

# 8 Ways

# Change Management Bridges the Impact of AI in the Workplace



Leveraging the skills and insights provided by change leaders provide organizations with a critical resource for bridging innovative technologies with transformative operations that revolutionize how businesses function and how workforces collaborate with smart machines in future.

01

## Systems Thinking

The process of breaking things down into their component parts in order to understand them. Change managers leverage systems thinking and analysis from an **end-to-end** bigger picture perspective that considers broad implications for the organization.



02

## Organizational Impacts

Change managers assist with the people side of change and the unintended business consequences of introducing targeted change within the organization. By performing stakeholder impact assessments and including results from the end-to-end analysis, change leaders are able to synthesize stakeholder and business assessments into an **organizational change plan** that connects the dots for senior leaders, decision-makers and budget owners.

03

## Design Thinking

Leveraging results from the organizational impact report, change leaders synthesize challenges associated with the change and home in on tackling one or two of the higher risks, higher impact areas. Perhaps, this becomes a separately-funded, spin-off project or one co-managed by project and change managers within an existing budget and plan of record. The desired outcome of design thinking seeks to **rebuild through the process of creation**.



04

## Socialization

Change leaders begin more broadly socializing the proposed change plan beyond the core project team, including both direct and indirect stakeholders. The change plan would present a synthesis of the impacts along with **major milestones and timeline** specific to change management activities, e.g., communications and training. Stakeholder input is captured and critical adjustments made at this stage.



05

## Communications & Training

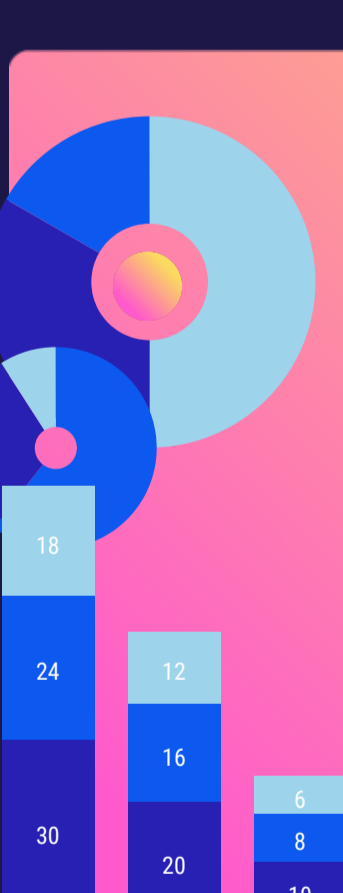
Impacts and risks associated with change would include mitigation recommendations. Change leaders seek to partner with company resources, e.g., training and marketing departments in pulling together the **logistics for implementing** their communication and training plans. If no internal resources exist, change leaders will often find themselves engaged in discussions with budget owners regarding impacts of the change on operations.



06

## Measurements & Metrics

Change managers will be involved in pulling together, analyzing and synthesizing data from the beginning of their involvement in any initiative, program or project. They understand the importance of data for influencing and persuading decision-makers, impacted stakeholders, and budget owners. Change leaders know how to leverage data in tracking and measuring the **effectiveness of the change** and their ability to create value for the organization.



07

## Resistance Plan

Change leaders know that not all implementations will go smoothly, therefore they plan for it. A resistance plan proactively identifies potential "flash points" that would require the project team to pivot, and which could have **downstream impacts** on training and communications timelines and logistics.

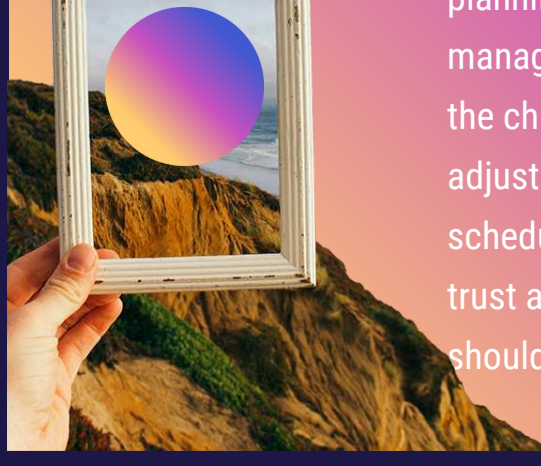
Need to pivot?  
Revise change plan?  
Update comms plan?



08

## Framing & Sustaining

Checking in with impacted stakeholders post implementation is as important for a change leader to perform as the initial pre-planning and assessment meetings. This is where change managers "look under the hood" to assess the "stickiness" of the change and if **adoption has increased or decreased**. Minor adjustments to training and communications content or scheduling may be all that's needed. Ongoing check-ins build trust and credibility with impacted operational teams, which should make the next change a bit easier to manage.



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