IMPLEMENT A WINNING CHANGE MANAGEMENT PROGRAM ON A SHOESTRING BUDGET

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AST Corporation
### Our Services
- E-Business Suite
- Business Intelligence
- EPM-Hyperion
- Fusion Middleware
- Managed Services
- Oracle University
- Project Advisory Services

### Oracle Partnership
- Oracle Platinum Partner
- Pillar Partner
  - SOA
  - Business Intelligence
  - Hyperion
- Oracle University Approved Education Center
- Oracle University Reseller
- Oracle Accelerator Implementer
- Certified OnDemand Implementer
- Small Business Strategy Council

### Oracle Specialized
- EBS Financial Management
- EBS Supply Chain Management
- EBS Human Capital Management
- BI Applications
- BI Foundation
- Service-Oriented Architecture
- Public Sector

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**Oracle Titan Award Winner**
2011 & 2009

**2011 Inc. Top Small Company Workplaces**

**2012 Inc. 5000 Fastest Growing Companies**

**2012 Best & Brightest Companies to Work For**
AGENDA

• Presentation Objectives
• Greatest Contributors to Change Management Success
• Implement Greatest Contributors
  • Shared Leadership
  • Distributed Responsibility
  • Network Communications
• Questions and Comments
1. Understand the change management activities that have the biggest impact on project success

How you do it

Right Things
Wrong

Wrong Things
Wrong

Right Things
Right

Wrong Things
Right

What you do
2. Learn how to implement a change management program where “many hands make for easy work.”
OBJECTIVES

3. Learn techniques to implement a winning change management program on a shoestring budget
Those who cannot remember the past are condemned to repeat it.

-Spanish Philosopher George Santayana
GREATEST CONTRIBUTORS TO CHANGE MANAGEMENT SUCCESS

1. Active and visible executive sponsorship
2. Frequent and open communication about the change
3. Structured change management approach

Prosci 2012
GREATEST CONTRIBUTORS TO CHANGE MANAGEMENT SUCCESS

4. Dedicated change management resources and funding
5. Employee engagement and participation
6. Engagement with and support from middle management

Prosci 2012
IMPLEMENT GREATEST CONTRIBUTORS ON A SHOESTRING BUDGET

1. Shared Leadership
2. Distributed Responsibility
3. Network Communications
SHARED LEADERSHIP

• Define leadership expectations at every level
  • Executive Checklist
  • Middle Managers
  • Project Team Members
  • Change Management Team
  • Change Agents
• Leading change training for those inside and outside the project
DISTRIBUTED RESPONSIBILITY

• Utilize “headspace” of current employees
• Change management team responsibility samples:
  • Project communications
  • Executive checklist
  • Middle manager engagement
  • Resistance management
  • Rewards and recognition
  • Change Agent network
DISTRIBUTED RESPONSIBILITY

Divide other tasks into small pieces

- Change agent tasks
- User Productivity Kit (UPK)
  - Record and edit
  - Review for technical accuracy and edit
  - Review for instructional soundness and edit
  - Administer the UPK library
NETWORK COMMUNICATIONS

- Use current formal communications channels
- Only develop a new channel if current channels will not work
REVIEW

1. Active and visible executive sponsorship
2. Frequent and open communication about the change
3. Structured change management approach
4. Dedicated change management resources and funding
5. Employee engagement and participation
6. Engagement with and support from middle management
Questions?
Comments?
THANK YOU

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