

Bringing Change Successfully – Tips, Steps, and Checklist

The poet Rudyard Kipling [1865-1936] wrote the following opening lines in his poem about the Victorian era titled “I keep six honest serving-men”

I keep six honest serving-men
(They taught me all I knew);
Their names are What and Why and When
And How and Where and Who.

Successfully changing any business process, procedure, organisation, capability, or business culture requires careful attention, constant communication, and measurement of the What, Why, When, How, Where, and Who of a change.

Zenworkz are experts in designing, coaching, managing, and measuring people and process change interventions.

Tips – Bringing Change Successfully

First of all, a successful business, organisational change, or innovation does not just *happen*.

When a business or organisational change is successfully implemented it does not appear “in place” by some magic of its own. Successfully bringing change requires careful planning, effective and timely communication; and most importantly continuous measurement against planned results.

If you are responsible for bringing change successfully then you will understand that:

- Changes are made by people.
- People often do things differently from one another.
- It is reasonable to assume that people even in the same business area may implement changes differently as well.
- For that reason it is useful for those involved with bringing change to understand and be aligned with both the rationale and measurement associated with a specific business change.

Steps – Constructing, implementing and measuring the progress of a successful change

When we are involved in designing or bringing change we need to be able to answer the question – “what is the change or innovation”? From this answer we are then able to firstly say:

- Who will be / is involved with the change or innovation.
- Who will not be / is not involved with the change or innovation.

From that we are able to construct an implementation approach and measures for understanding how the change is progressing by asking further questions:

Checklist – Constructing, implementing and measuring the progress of a successful change

- What would the various parts of the change look like in operation?
- Who are the stakeholders who will be affected by and need to support this change?
- What will Managers and Team Leaders do as a result of the change?
- What will Workers do as a result of the change?
- How is the change to be introduced?
- How will Managers, Team Leaders and Workers interact as a result of the change?
- When the change is fully implemented what would we see in the workplace and beyond and as business results?

Zenworkz can help successfully guide your business change and people with practical coaching, successful change principles, tools and measures for proven results.

Contact Zenworkz: contact@zenworkz.com or call 02 6686 8413

Here is the complete poem by Rudyard Kipling:

“I keep six honest serving-men”

I keep six honest serving-men
(They taught me all I knew);
Their names are What and Why and When
And How and Where and Who.
I send them over land and sea,
I send them east and west;
But after they have worked for me,
I give them all a rest.

I let them rest from nine till five,
For I am busy then,
As well as breakfast, lunch, and tea,
For they are hungry men.
But different folk have different views;
I know a person small-
She keeps ten million serving-men,
Who get no rest at all!

She sends'em abroad on her own affairs,
From the second she opens her eyes-
One million How's, two million Where's,
And seven million Why's!

Rudyard Kipling 30.12.1865 – 18.1.1936

Winner of the Nobel Prize in Literature 1907