

# The Journey of a Change Manager & Change Team



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# AGS Change Management Framework

The AGS Change Management Framework is a 5-phase change model that uses a "manage by deliverables" approach. The phases categorize the project actions that need to happen to conduct a successful change project from start to finish.

Each phase includes people-focused deliverables which require a set of tasks to achieve. Our change approach allows the freedom to accomplish those deliverables in the way the change team feels is most optimized. It's also easily scalable to any size or scope of project and can be used with both Agile and Waterfall approaches.

In general, any type of change management methodology should be considered the "science" of change management. It is the same concept involved with getting an education or getting trained on something. You learn the science (method) of that topic.

Over time, you will need to build the "art" of change management, which involves developing proficiency. With years of experience, which includes seeing what works and what doesn't work, you can build upon any change methodology, and perfect your art of change management implementation.

The AGS Change Management Framework comes from that ideal combination of the Science and the Art of change management.

# AGS Change Management Framework

This **Journey of a Change Manager & Change Team** takes you through the basics of the phases and deliverables of a change management project.

These of course will vary according to each project and the order you accomplish each one may change depending upon your project needs.

But having this initial workflow will give you the foundation you need for a successful change management implementation.

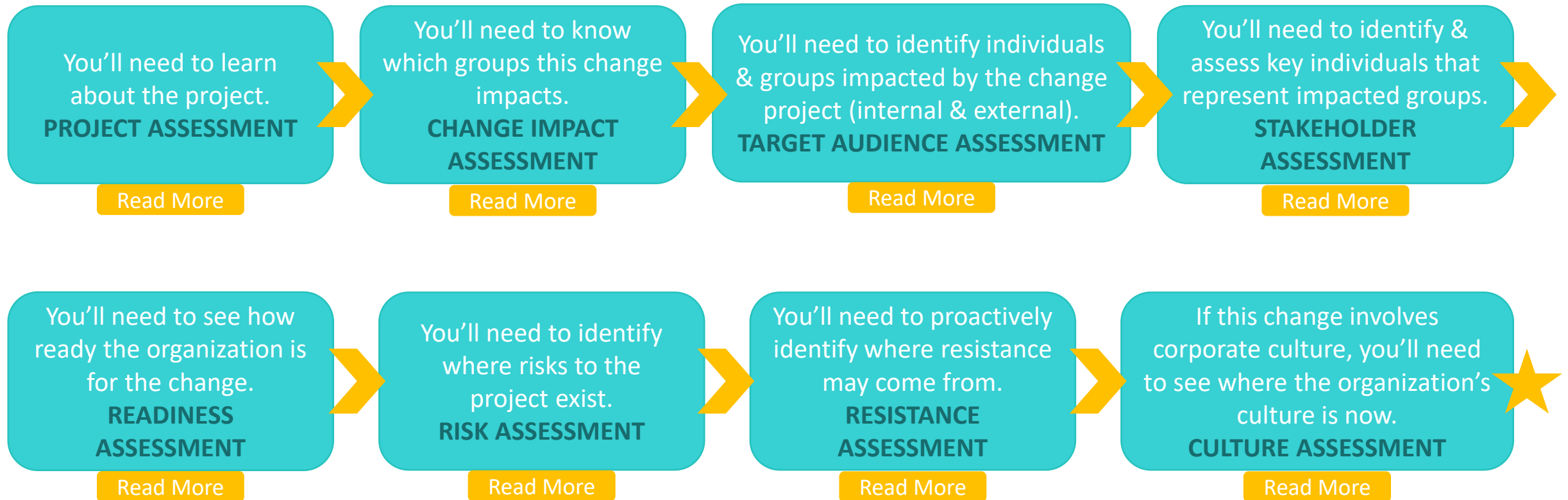
## AGS Change Management Framework Phases



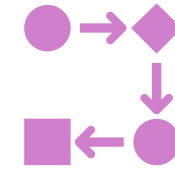
# Phase 1 (Assess Phase)



What you will need to do in Phase 1 of your change management, and the deliverables that will help you accomplish that.



# Phase 2 (Develop Phase)



What you will need to do in Phase 2 of your change management, and the deliverables that will help you accomplish that.

You'll need a change management approach & tools/software to use.

**CHANGE APPROACH & TOOLS**

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You'll need to decide who is responsible for each part of the change plan.

**TEAM ROLES & RESPONSIBILITIES**

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You'll need to map out how to accomplish the mission for this change project.

**CHANGE MANAGEMENT STRATEGIC PLAYBOOK**

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You'll need to communicate an overview & timeline in a comprehensive way.

**CHANGE MANAGEMENT ROADMAP**

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You'll need to create a step-by-step plan to enable project success.

**CHANGE MANAGEMENT PLAN**

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You'll need to plan your approach to stakeholder engagement.

**STAKEHOLDER ENGAGEMENT PLAN & ASSETS**

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You'll need to plan your approach to target audience engagement.

**TARGET AUDIENCE ENGAGEMENT & ASSETS**

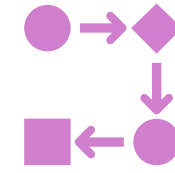
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You'll need to plan your communications with all target audiences.

**COMMUNICATION PLAN & ASSETS**

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# Phase 2 (Develop Phase)



What you will need to do in Phase 2 of your change management, and the deliverables that will help you accomplish that.

You'll need to decide what & who need to be trained and create topics & assets.

**TRAINING PLAN, TRAINING CURRICULUM & ASSETS**

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You'll need to plan how you will mitigate resistance.

**RESISTANCE MANAGEMENT PLAN & ASSETS**

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You'll need to plan how you engage and train leadership.

**SPONSORSHIP / LEADERSHIP ENGAGEMENT PLAN & ASSETS**

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You'll need to identify managers that need coaching & plan for that.

**COACHING PLAN & ASSETS**

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You'll need to plan the deployment of a network of change champions.

**CHANGE CHAMPIONS / AGENTS PLAN & ASSETS**

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Once the project is successfully completed, you'll need to plan how to transfer ownership.

**CHANGE TEAM TRANSITION PLAN**

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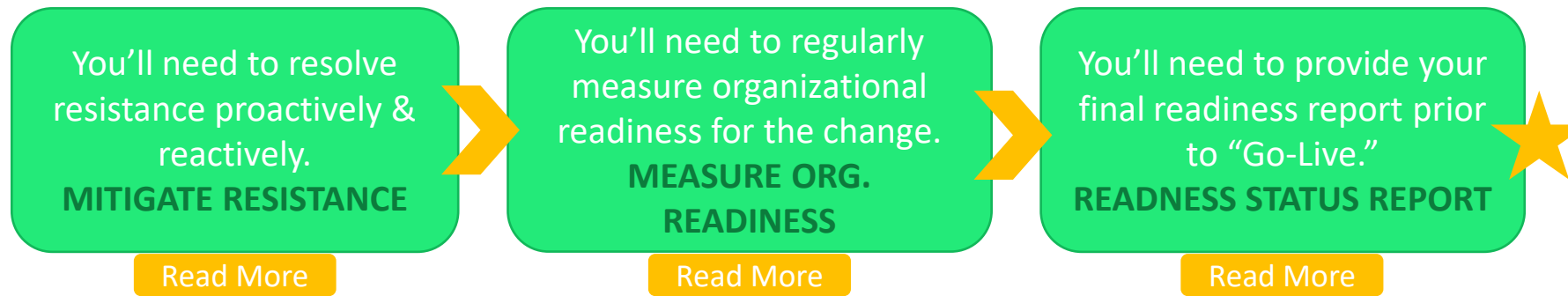
# Phase 3 (Deploy Phase)

What you will need to do in Phase 3 of your change management, and the deliverables that will help you accomplish that.



# Phase 3 (Deploy Phase)

What you will need to do in Phase 3 of your change management, and the deliverables that will help you accomplish that.





# Phase 4 (Normalize Phase)



What you will need to do in Phase 4 of your change management, and the deliverables that will help you accomplish that.

You'll need to track your adoption & success metrics in all areas of the implementation.

## TRACK & MEASURE ADOPTION SUCCESS

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You'll need to provide several types of support to help users after the project is live.

## POST-GO-LIVE REINFORCEMENT

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You'll need to provide additional training & coaching as needed to support user adoption.

## ADDITIONAL COACHING & TRAINING

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You'll need to update or create documentation for the new change or assist those responsible for updates.

## CREATE/UPDATE DOCUMENTATION

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You'll need to create and submit a final adoption assessment report.

## ADOPTION ASSESSMENT REPORT

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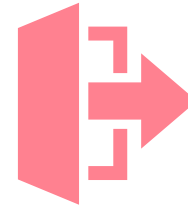
You'll need to recognize achievements (large & small) and reward change success contributors.

## AWARDS & RECOGNITION

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# Phase 5 (Exit Phase)



What you will need to do in Phase 5 of your change management, and the deliverables that will help you accomplish that.

You'll need to hand off responsibility of the changed process to a permanent team & dismantle temporary assets.

**EXECUTE TRANSFER / EXIT PLAN  
(HAND OFF)**

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You'll need to provide your final report on the change project implementation success.

**FINAL CHANGE PROJECT  
REPORT**

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You'll need to identify lessons learned, including positive and negative, to inform future projects.

**PROJECT POST-MORTEM  
(LESSONS LEARNED)**

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# Learn More About the AGS Change Management Framework

Are you interested in learning more about the AGS Change Management Framework and becoming certified in this change approach?

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## AGS Change Management Framework Phases

