

A Complete Change Management Workflow



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OCM Solution Change Management Framework

The OCM Solution Change Management Framework is 5-phase change model that uses a "manage by deliverables" approach. The phases categorize the project actions that are needed 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.

OCM Solution Change Management Framework

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.

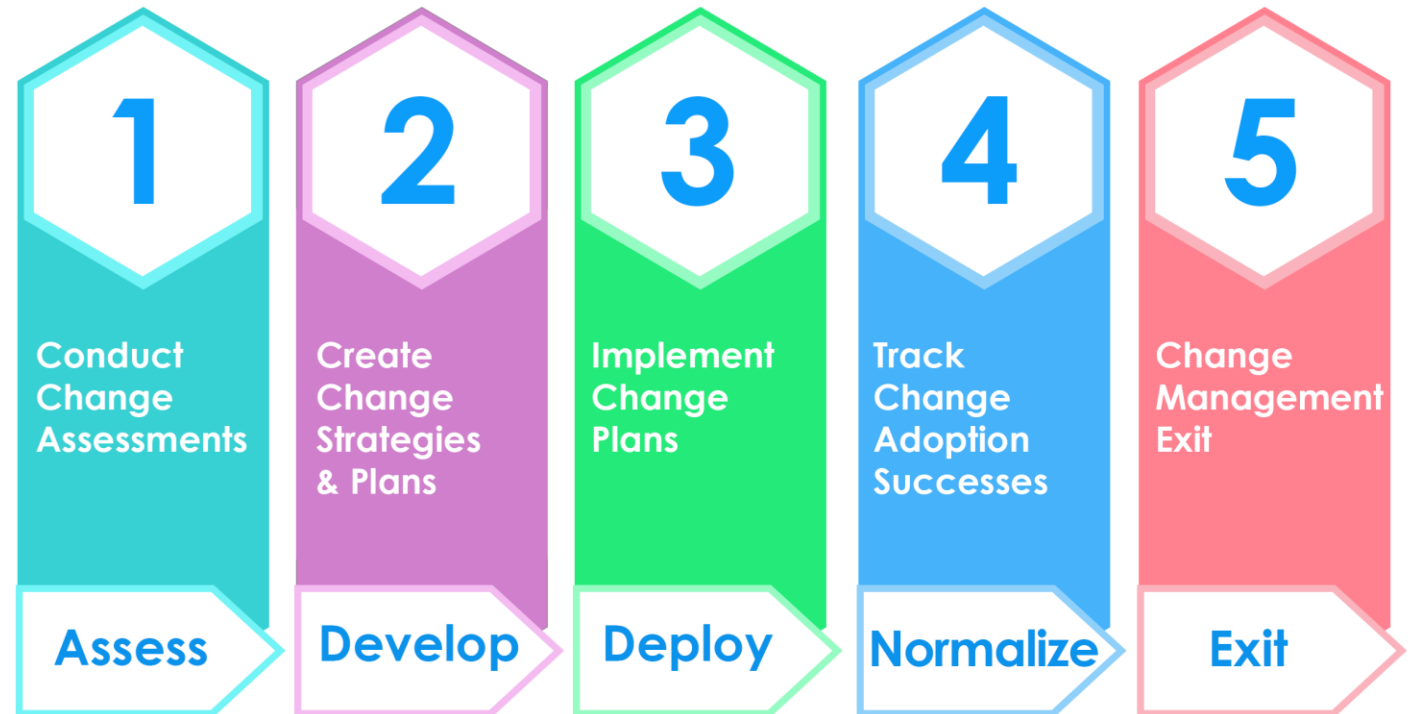
The OCM Solution Change Management Framework comes from that ideal combination of the Science and the Art of change management.

OCM Solution Change Management Framework

This **Complete Change Management Workflow** takes you through the basics of the phases and deliverables of a typical change management project.

This workflow gives you the foundation you need for a successful change management implementation.

OCM Solution Change Management Framework Phases



Phase 1: Assess



Conduct Change Assessments

1.1

Ramp up on Your Change Tasks

Change Workflow Tasks	
Not Started	40
In-Progress	25
Behind Schedule	5
Completed	29
Canceled	3

Change Management Plan Template

[Read More](#)

1.2

Assess Project Risk & Successes

Assessed	Project Readiness	Change Readiness
Sponsors	Low Risk	Low Risk
Communications	Very High Risk	Mid Risk
Collaboration	Mid Risk	High Risk
Go-Live Readiness	High Risk	Low Risk
Adoption	Very High Risk	Mid Risk

Project Assessment & Risk Tracking Toolkit

[Read More](#)

1.3

Assess Impacts

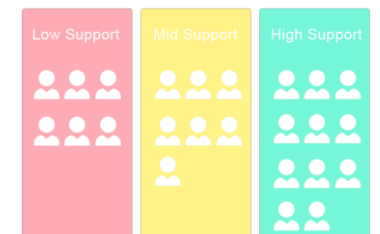
Department	Role	Severity of Impact
HR	Specialist	High
Sales	Sales Rep	Mid
Executive	Compliance	Low
Shipping	Coordinator	High

Change Impact Management Toolkit

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1.4

Assess Stakeholders



Stakeholder Management Toolkit

[Read More](#)

Phase 1: Assess



Conduct Change Assessments

1.5

Assess Change Readiness

Overall Score	Mid Readiness
Awareness	High Awareness
Acceptance	High Acceptance
Capacity	Mid Capacity
Knowledge	Mid Knowledge
Training Needed	High Level of Training

Change Readiness Toolkit

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1.6

Assess Resistance to Change

High Opposition	4 icons
Mid Opposition	3 icons
Low Opposition	5 icons
No Opposition	6 icons

Resistance Management Toolkit

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1.7

Assess Communication Needs

Communication Type	Status	Priority
Awareness	Sent	Mid Priority
Reminder	Approved	High Priority
Pre-Go-Live	Awaiting Approval	Low Priority
Post-Go-Live	Being Drafted	Mid Priority

Communications Management Toolkit

[Read More](#)

1.8

Assess Change Champion Network

<input checked="" type="checkbox"/> Joe Doe	High Experience
<input checked="" type="checkbox"/> Sally Smith	High Experience
<input type="checkbox"/> Jen Jonese	Low Experience
<input type="checkbox"/> Pat Brown	Low Experience
<input type="checkbox"/> Carol Wong	Mid Experience

Change Champions & Agents Management Toolkit

[Read More](#)

Phase 1: Assess



Conduct Change Assessments

1.9

Assess Training Needs

John Doe		Jan Smith		Akosh Jones	
Course	Status	Course	Status	Course	Status
MSTeams	Pending	MSTeams	Failed	MSTeams	Passed
Culture	Passed	Culture	Pending	Culture	Passed
Security	Pending	Security	Pending	Security	Failed

Training Management Toolkit

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1.10

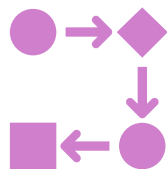
Assess Coaching Needs

Low Coaching Success	Mid Coaching Success	High Coaching Success
Sally Smith	Joe Doe	Carol Wong
Jill Doe	Charles Jones	Eli Smith
Jen Jonese	Ali Biller	Akosh Doe
Pat Smith		

Coaching Management Toolkit

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Phase 2: Develop



Create Change Strategies & Plans

2.1

Create Strategic Change Playbook

Change Management

Strategies Plans

Deliverables Improve & Measure

Change Management Strategic Playbook

[Read More](#)

2.2

Create Roadmaps

Change Deliverables	Timeline			
	January	February	March	April
Communications	[Progress bar from Jan to Apr]			
Impact Assessment	[Bar in Jan]			
Readiness Assessment 1		[Bar in Feb]		
Champion Network Kick-off			[Bar in Mar]	

Change Management Roadmaps Tool

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2.3

Develop Change Management Plan

Change Workflow Tasks

- Not Started: 40
- In-Progress: 25
- Behind Schedule: 5
- Completed: 29
- Canceled: 3

Change Management Plan Template

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Phase 3: Deploy

Implement Change Plans

3.1

Deliver Communications

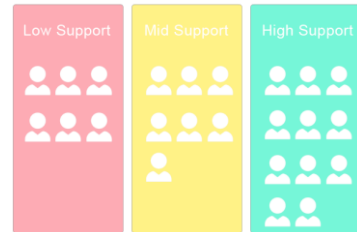
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Communications Management Toolkit

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3.2

Engage Stakeholders



Stakeholder Management Toolkit

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3.3

Manage Champion Network

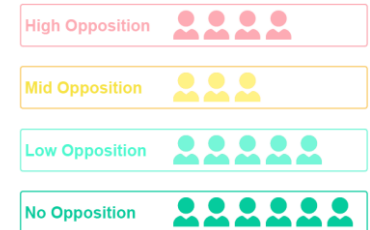
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<input type="checkbox"/> Pat Brown	Low Experience
<input type="checkbox"/> Carol Wong	Mid Experience

Change Champions & Agents Management Toolkit

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3.4

Manage Resistance to Change

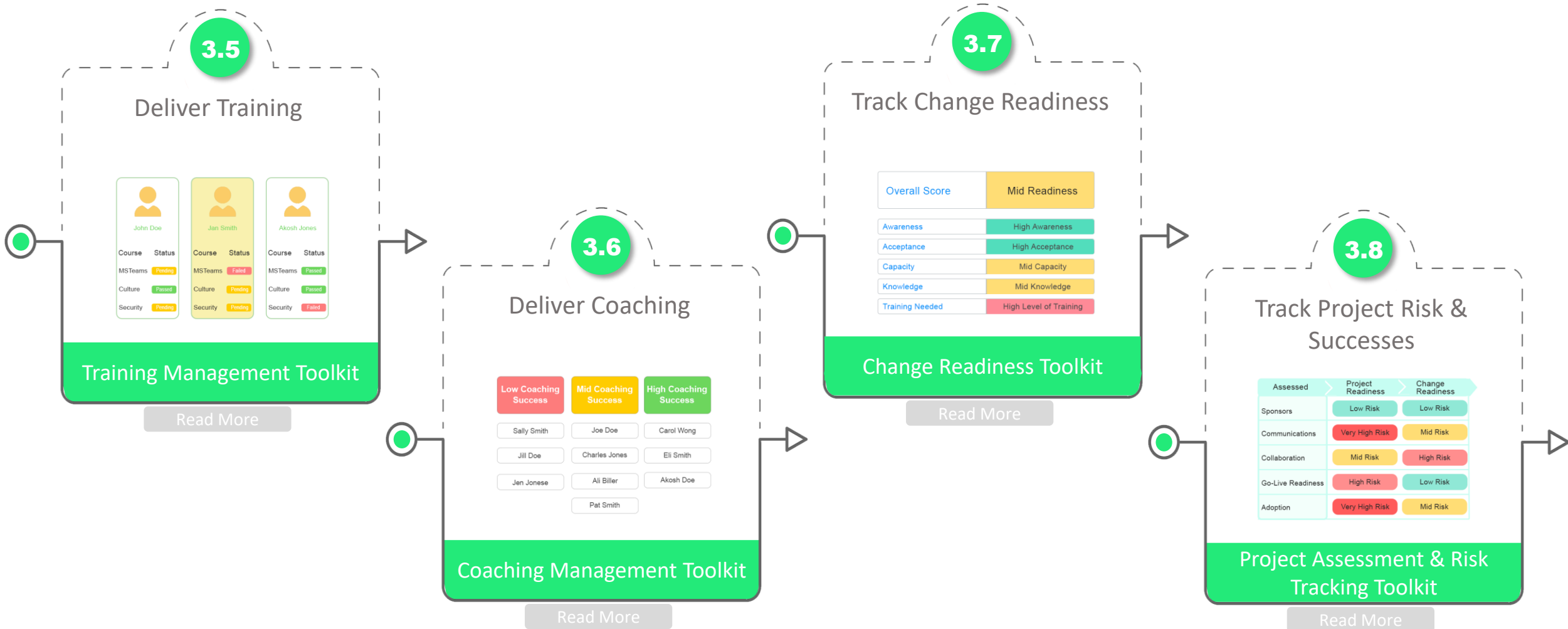


Resistance Management Toolkit

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Phase 3: Deploy

Implement Change Plans



Phase 4: Normalize



Track Change Adoption Successes

4.1

Track Change Mgt. Successes & KPIs

End-to-End Project Metrics

	High	Mid	Low
Communications Success	✓		
Training Success		✓	
User Engagement			✓
Pre-Go-Live Readiness	✓		
Project Adoption		✓	

Change Metrics & KPI Tracking Toolkit

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4.2

Provide Reinforcement, Training, Rewards

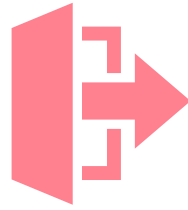
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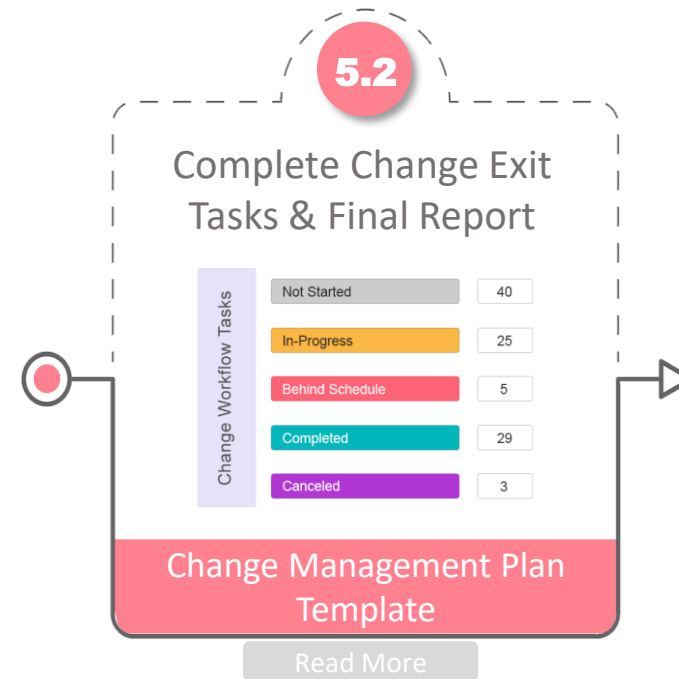
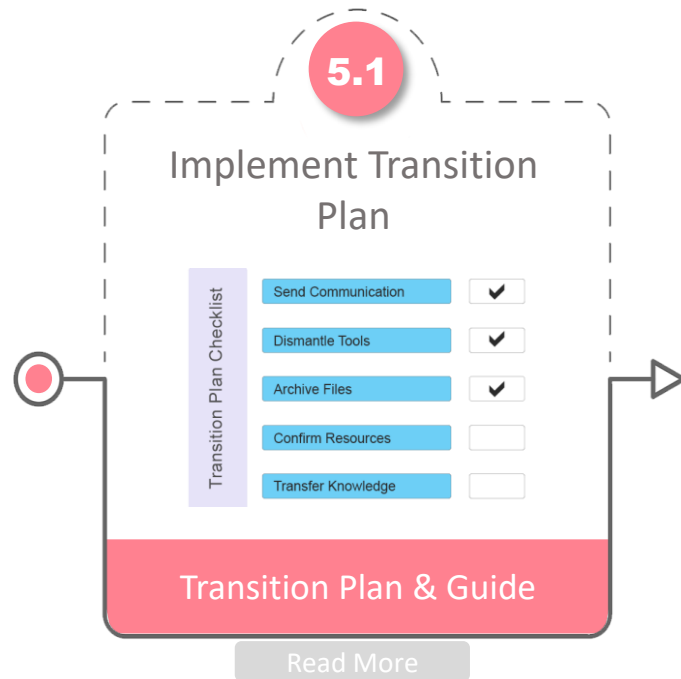
Change Management Plan Template

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Phase 5: Exit



Change Management Exit



OCM Solution Change Management Software

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My Workflow

- 1. Assess**
Conduct Change Assessments
- 2. Develop**
Create Change Strategies & Plans
- 3. Deploy**
Implement Change Plans
- 4. Normalize**
Track Change Adoption Successes
- 5. Exit**
Change Management Exit

My Toolkits

- Change Management Plan Template (Free)
- Change Mgt Strategic Playbook (Free)
- Change Management Roadmaps (Free)
- Project Management (Free)

Key Insights

- Target Groups with Highest Levels of impacts
- Stakeholder Support & Engagement Levels 1

My Reports

- Change Impact Management Toolkit
- Project Assessment & Risk Tracking Toolkit
- Organizational Change Readiness Toolkit
- Change Metrics & KPI Tracking Toolkit
- Stakeholder Management Toolkit
- Change Champions & Ac Management Toolkit

Learn More About the OCM Solution Change Management Framework

Are you interested in learning more about the OCM Solution Change Management All-in-One software?

[LEARN MORE](#)



OCM Solution Change Management Framework Phases

