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.

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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.

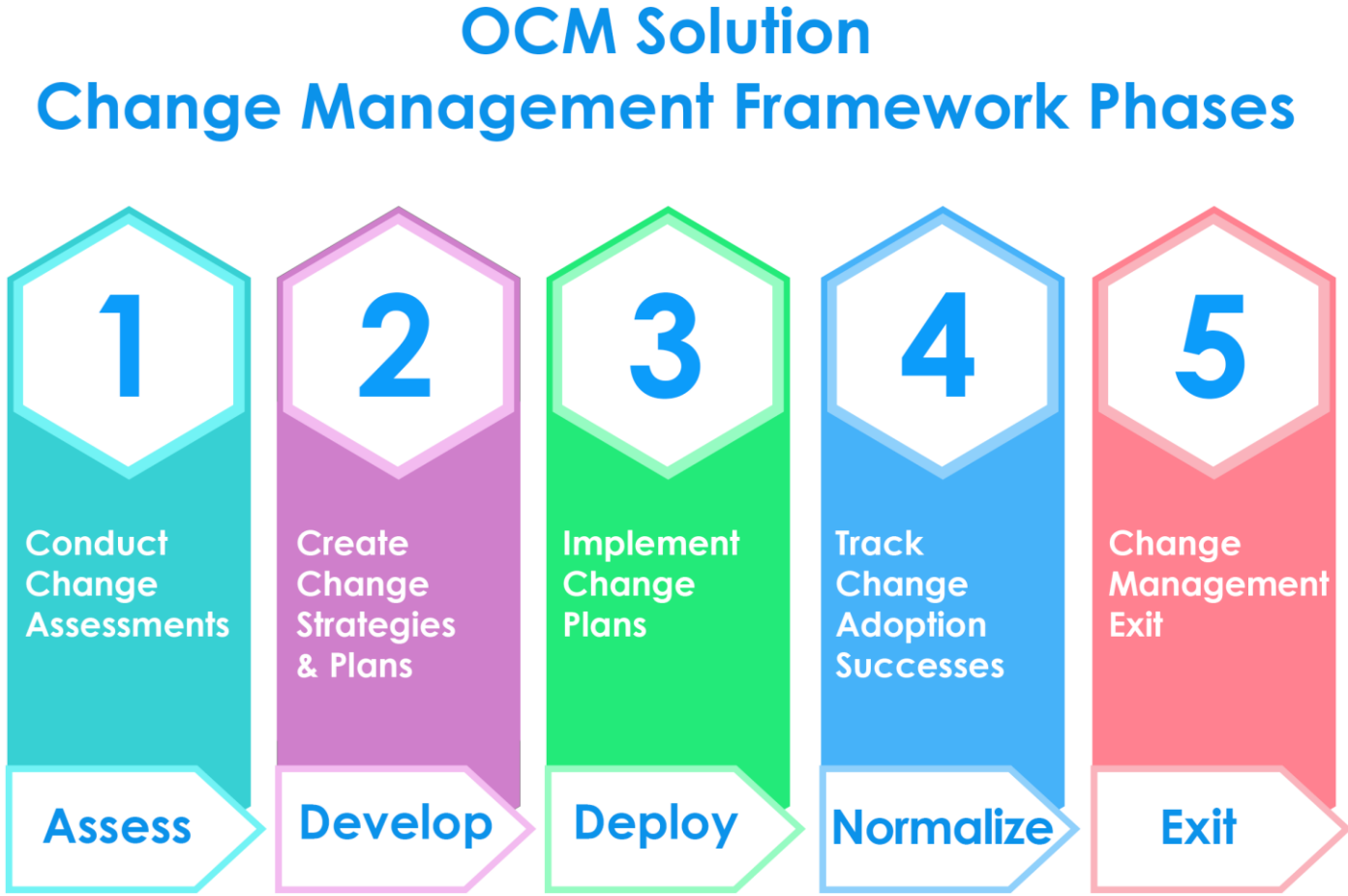
Over time, you will need to build the “art” of change management, which involves developing proficiency. With years of experience, which includes seeing what works and what doesn’t work, you can build upon any change methodology, and perfect your art of change management implementation.

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.



Phase 1: Assess

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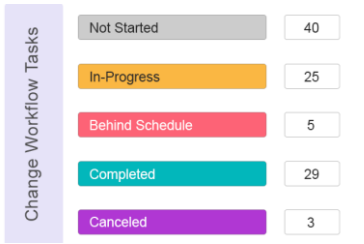
Conduct Change Assessments

1.1 Ramp up on Your Change Tasks



Change Management Plan Template

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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

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1.3 Assess Impacts

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

Change Impact Management Toolkit

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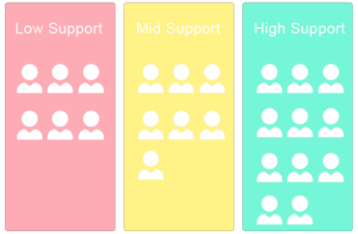
1.4 Assess Stakeholders



Stakeholder Management Toolkit

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Phase 1: Assess

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Conduct Change Assessments

1.5 Assess Change Readiness

Change Readiness Toolkit

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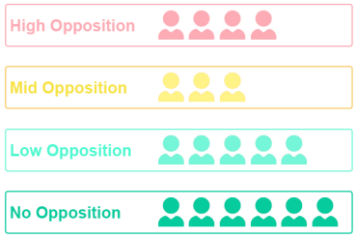
1.6 Assess Resistance to Change



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

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1.8 Assess Change Champion Network

Change Champions & Agents Management Toolkit

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Phase 1: Assess

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Conduct Change Assessments

1.9

Assess Training Needs

Training Management Toolkit

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1.10

Assess Coaching Needs

Coaching Management Toolkit

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Phase 2: Develop

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Create Change Strategies & Plans

2.1

Create Strategic Change Playbook

Change Management Strategic Playbook

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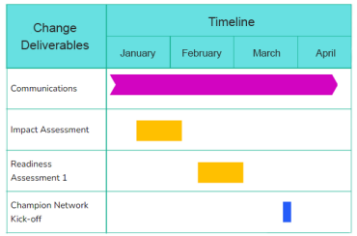
2.2

Create Roadmaps



Change Management Roadmaps Tool

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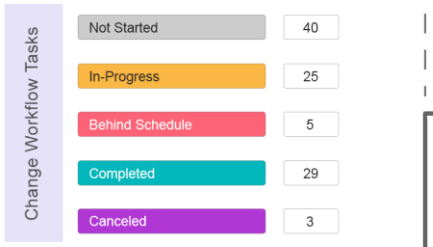
2.3

Develop Change Management Plan



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Phase 3: Deploy

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Implement Change Plans

3.1 Deliver Communications

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

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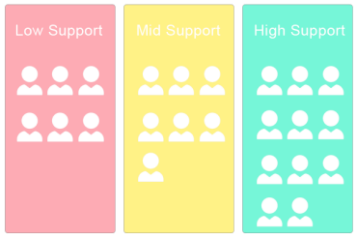
3.2 Engage Stakeholders



Stakeholder Management Toolkit

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3.3 Manage Champion Network

Change Champions & Agents Management Toolkit

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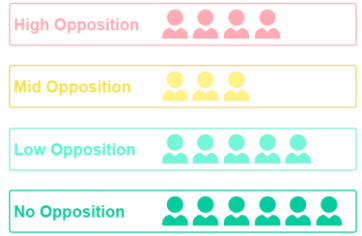
3.4 Manage Resistance to Change



Resistance Management Toolkit

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Phase 3: Deploy

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Implement Change Plans

3.5 Deliver Training

Training Management Toolkit

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3.6 Deliver Coaching

Coaching Management Toolkit

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3.7 Track Change Readiness

Change Readiness Toolkit

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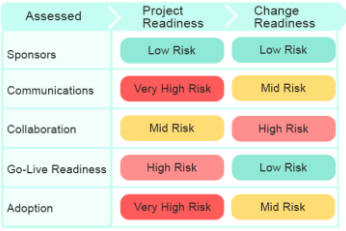
3.8 Track Project Risk & Successes



Project Assessment & Risk Tracking Toolkit

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Phase 4: Normalize

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Track Change Adoption Successes

4.1

Track Change Mgt. Successes & KPIs

Change Metrics & KPI Tracking Toolkit

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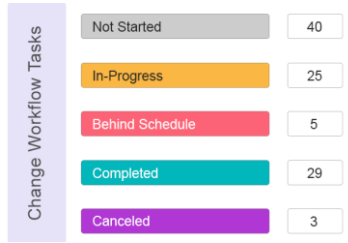
4.2

Provide Reinforcement, Training, Rewards



Change Management Plan Template

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Phase 5: Exit

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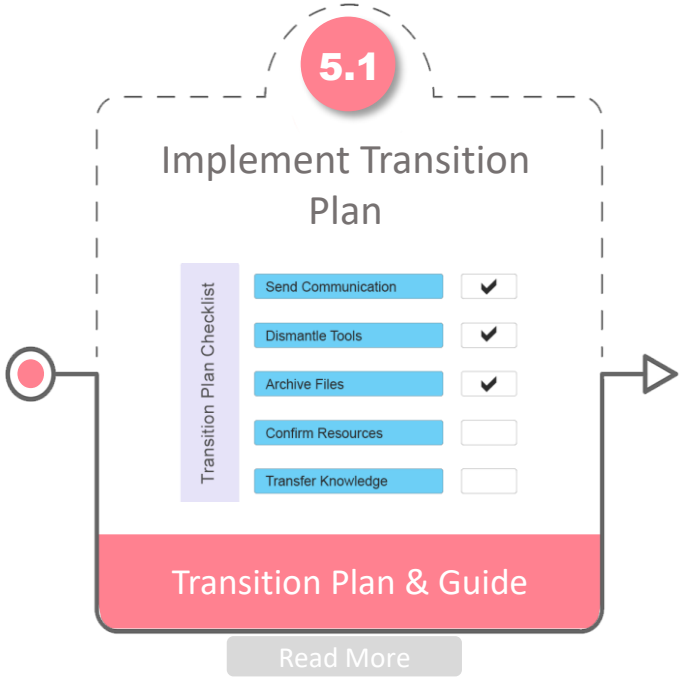
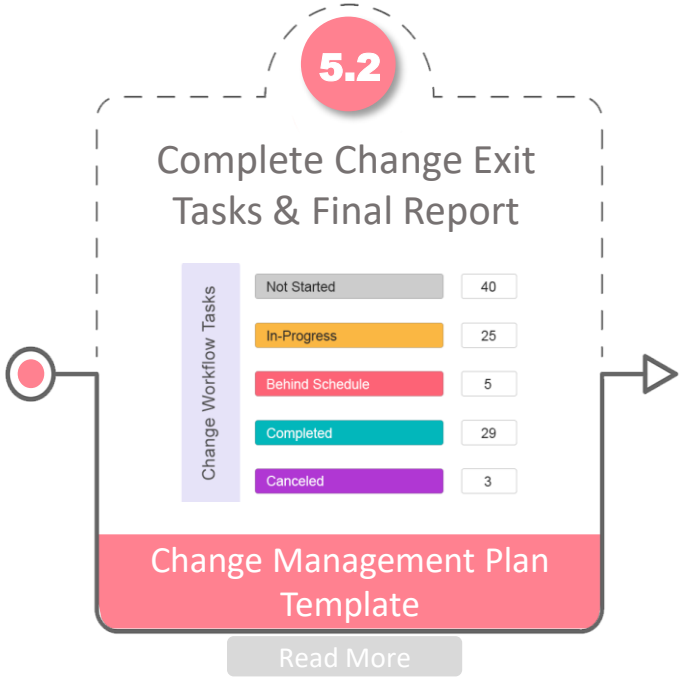
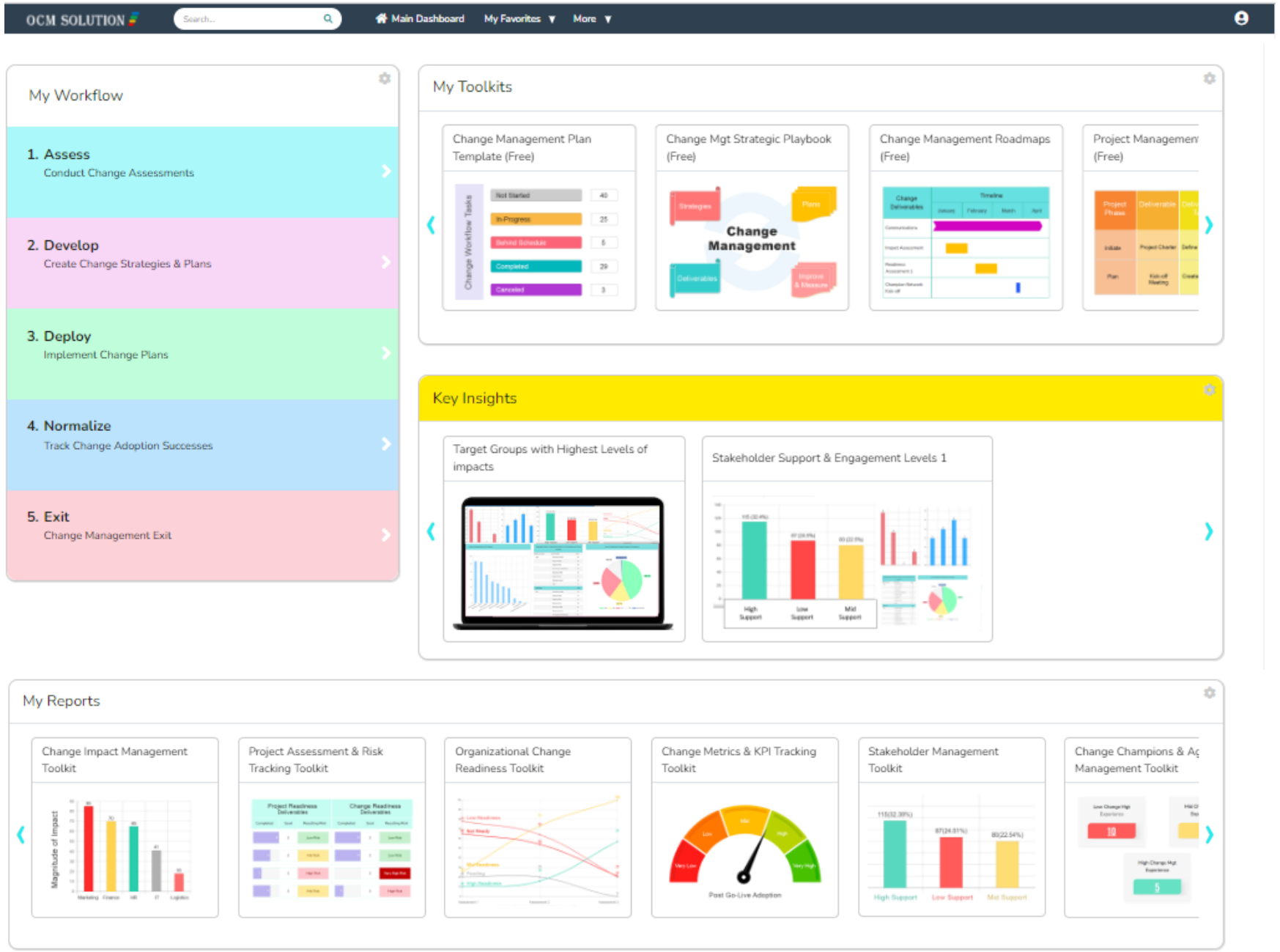
Change Management Exit



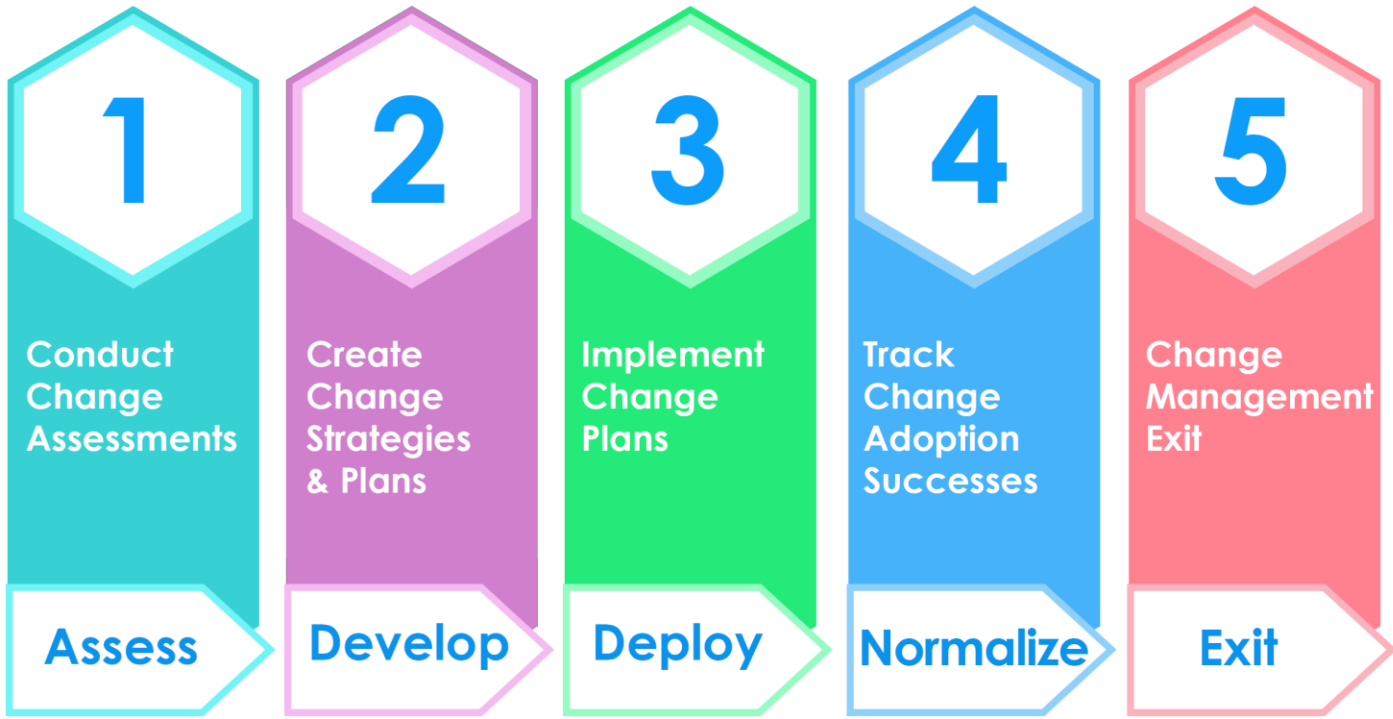


OCM Solution Change Management Software



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

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