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# Change Management Control Tower Checklist

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This checklist is designed to help leaders, project managers, and change practitioners establish a Control Tower (Change Management PMO) within their organization. Use it to align stakeholders, build buy-in, and ensure smooth implementation.

## 1. Preparation & Alignment

- ☐ Assess the current state of change management practices across projects.
- ☐ Identify pain points caused by siloed project approaches (duplicate comms, change fatigue, etc.).
- ☐ Secure executive sponsorship for the Control Tower concept.
- ☐ Define clear objectives: reduce change saturation, improve collaboration, and align messaging.

## 2. Stakeholder Engagement

- ☐ Identify key stakeholders (project managers, OCM leads, business unit leaders).
- ☐ Communicate the benefits of a Control Tower (consolidation, coordination, efficiency).
- ☐ Address concerns about loss of project autonomy by emphasizing collaboration.
- ☐ Create a stakeholder map to track influence, support, and engagement needs.

## 3. Governance & Structure

- ☐ Define the Control Tower's mandate and scope (what it will and won't manage).
- ☐ Establish governance processes for communications, training, and engagement activities.
- ☐ Develop a centralized change calendar to track project timelines and impacts.
- ☐ Set up reporting mechanisms to measure adoption, change readiness, and progress.

## 4. Processes & Tools

- ☐ Implement templates for communication, training, and stakeholder engagement requests.
- ☐ Adopt or enhance change impact assessment tools.
- ☐ Use dashboards or software to visualize change saturation across teams and departments.
- ☐ Standardize approval and review processes for project-related communications.

## 5. Pilot & Scale

- ☐ Start with a pilot group of 2-3 projects to test the Control Tower approach.
- ☐ Gather feedback from project teams and impacted employees.
- ☐ Refine processes based on lessons learned before scaling organization-wide.
- ☐ Communicate quick wins and early successes to build momentum and credibility.

## 6. Continuous Improvement

- ☐ Establish feedback loops with project managers and stakeholders.
- ☐ Continuously review and update change management practices.
- ☐ Track metrics related to change saturation, communication effectiveness, and adoption.
- ☐ Celebrate successes and recognize teams contributing to smoother change delivery.

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