

# The Change Agent's Toolkit

Section 1: Getting Started	4
Section 2: Your Role as a Change Agent	5
• Change Leadership Workbook	6
• The Change Agent's Checklist	11
Section 3: Results Map for Change Management	12
• Results Map for Change Management Visual	13
• Change Management Strategy at a Glance	14
Section 4: The Results Map Change Junctures	15
• <b>PREPARE</b>	16
- Building a Consultation Plan Worksheet	18
- Top 10 Questions to Guide Change	20
- Force Field Analysis Tool	21
- Change Readiness Assessment	22
- Impact Map	24
• <b>PLAN</b>	25
- Strategic Framework for Change	27
- Making Change Scenes Tool	28
- Governance Worksheet	29
- Change Sponsor Commitment Worksheet	30
- Change Agent Contract Worksheet	32
- Risk Assessment Tool	34
- Resource Allocation Worksheet	37
• <b>IMPLEMENT</b>	38
- Primer on Change Communications	40
- Outside-in Communications Planning Tool	44
- Audience Profiling Grid Worksheet	45
- Change Messaging Worksheet	46
- Message Architecture Worksheet	47
- Change Engagement Worksheet	49
- Enablement Worksheet	51
- Training Planning Tool	52
- Sustainment Worksheet	54
- Working with Resistance Worksheet	55

• EVALUATE	58
- Return on Investment Assessment Tool	59
- Evaluation Framework Worksheet	62
- Checklist for Evaluating Change	65
Section 5: Advancing Culture Change	66
• Culture Change Workbook	67
Section 6: Resources	72
• Books	72
• Articles	72
• Blogs	73
• Podcasts	73
• Videos	73