

A Strategic Approach to Guiding Change

Top 10 Questions

1 Why are we changing?

2 What does success look like?

3 What is the importance of the change?

4 What is the essential intent of the change? What does it mean?

5 What is the risk or cost of not changing?

6 Who is the change sponsor?

7 Who is affected by the change?

8 What structures, processes, technologies are impacted?

9 What are employees gaining?
What are they losing?

10 What support is needed
(for sponsors, leaders, agents,
employees)?

More resources & tools
available at resultsmap.com