

## 11 Essential Questions for Managing Change

Effective change management can affect the way staff, program participants, and communities respond to new ways of doing things. A key starting point is asking a set of reflective questions to help you consider your own beliefs about the change, and define what success will look like for all parties affected by the change. Asking yourself these questions, then exploring them with others, will help you and your colleagues:

- More fully understand the implications of the change
- Identify what additional information you need
- Decide how to prepare for the change
- Generate support and buy-in for the change

### Instructions:

- Identify **one upcoming change** that will be triggered by participation in MTW.
- Consider each of the **11 Essential Questions** below with respect to that change.
- Use the space provided to jot down your responses to each of the questions with respect to:
  - Your own views
  - How you imagine your colleagues might respond
  - How you imagine key stakeholders like residents, landlords, and community organizations might respond
- Once you have thought through your views of the upcoming change, use the 11 Questions to guide discussions with your colleagues and other stakeholders

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**1. What is the problem or opportunity that is prompting the change?**

**2. What exactly is changing? What is not changing? Dig into the specifics.**

**3. What do you fear might result from the change? What do you hope will result from the change?**

**4. What are the ripple effects of the change? Will various aspects of the change need to be addressed separately?**

**5. Why is it important for this change to be occurring?**

**6. How might timing affect acceptance and support of the change, or the way it will be implemented? What other recent changes needed to be considered as this change is rolled out and communicated?**

**7. Who will be impacted by this change, and in what ways? Consider tolerance for change right now in light of personal and professional events for those most directly affected.**

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8. What is the expected outcome of the change?

9. What are the expected benefits of the change, and how do they differ for the agency, the staff, the residents, and the community?

10. What would be the impact of not making this change?

11. What are your personal beliefs about the change and how might that affect your approach to implementing required adjustments? What are some ways you could help others process through any resistance to the change?