



## TEAM CHANGE MANAGEMENT CHECKLIST: ELEMENTS OF EMBEDDED MEASUREMENT

Measurement needs to be embedded in the planning process from the earliest stages. A simple question (“How’s it going?”) can yield useful information. However tracking the progress of a complex change will call for more structured inquiry. This list provides you with questions to consider and used to measure change.

- Core goals:** Are we clear about our goal or goals? Have we established means to measure these? Progress assessment Is the process on track against goals, and schedule? Where do we need to provide added support or resources?
- Message clarity:** Do key stakeholders understand the purpose and their role in the process? Has the overall business case been adapted for each business unit?
- Stakeholder engagement:** Are stakeholders engaged? Do they consider themselves to be involved and contributing?
- Issues and obstacles:** What problems have developed, and do they have a common theme? What steps have been taken to resolve them?
- Best practices:** Where and how has the change had the most successful impact? Have successes and best practices been shared across the organization?
- Process and systems alignment:** Is the change supported by pay systems, IT, training, and other functions? Are there areas where alignment can be strengthened?
- Customer reactions:** Have customers been consulted and informed appropriately? Have their concerns and questions been addressed?
- Business and financial impact:** What has been the impact on financial results and other business goals? Is this in line with projections, and if not, how will the issues be addressed?
- Availability of information and feedback:** Are stakeholders getting the information they need? Are questions, issues, and ideas being acted on by change sponsors?