

# Change Management Components

## **1. Leadership Alignment, Stakeholder Involvement, Change Readiness:**

Identifying and engaging stakeholders to build a sustainable transformation

## **2. Communications:**

Defining a strategy, developing a plan, and building communications, while gauging success

## **3. Change Impact and Workforce Transition:**

Assessing and planning for organization and role changes impacted by Software implementation, and workforce transition needs

## **4. Training and Capability Transfer:**

Building capability and conducting knowledge transfer to confirm staff are trained and have the right skills to perform their job and navigate the road ahead

# Change Management Strategy Key Objectives

## **Drive Engagement**

Accelerate understanding and adoption of Software Implementation, through creating awareness, developing understanding, and promoting buy-in

## **Build Capability**

Ensure the ability of the organization to continuously improve their systems and processes long-term

## **Manage Expectations**

Communicate what the project will and will not do, as well as anticipated timing, clearly and accurately

## **Ensure Consistency**

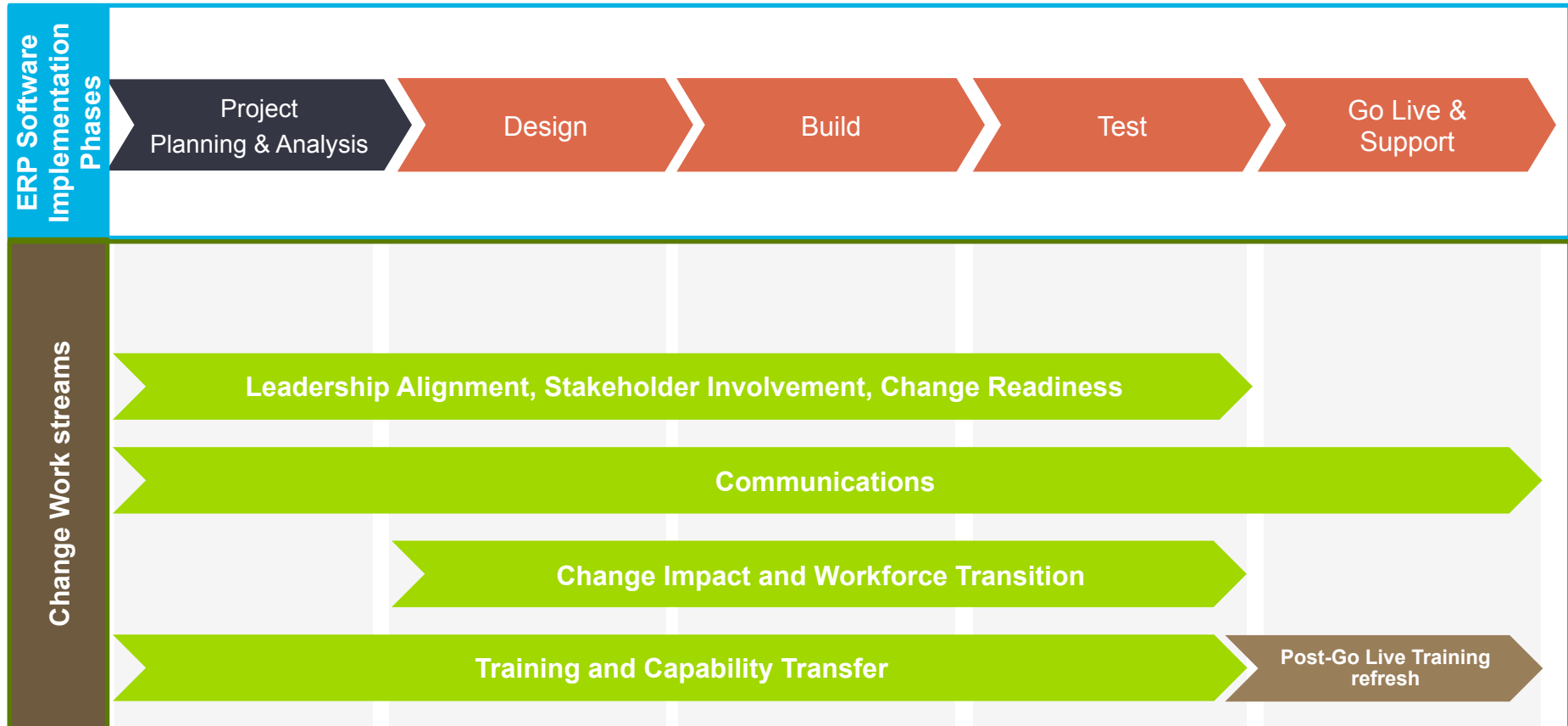
Maintain consistency and clarity of key messages by continually aligning project and leadership messages across organization

## **Solicit Feedback and Participation**

Solicit feedback in order to measure the effectiveness of the overall project and ensure buy-in

# Change Management Approach

The change management approach and work stream align with each stage of ERP Retail software Implementation from project preparation until Go-Live & Support



# Change Management Key Activities

The change management approach starts with a clear identification of the user groups and the specific impacts each group will experience as a result of this implementation. The **change readiness strategy & plan** will encompass **communications, change impact and workforce transition, and training and capability transfer** activities designed and executed to address each group's specific needs.

