

CHANGE MANAGEMENT

that
STICKS

40 Great Change Questions for Projects

1. How does this change relate to our organisational strategy? How does it relate to our operational strategy / Business Unit strategy?
2. What is the core problem we are trying to solve with this change? How do we know this is the core problem? How will this change solve the problem? How do we know that? How else could we solve it?
3. What is the priority rating of this change relative to other priority initiatives?
4. What is the consequence if we don't undertake this change?
5. How strong is the business case for this change? How do we know that? What is the budget? Do you think it's enough?
6. What is the benefit realisation profile for this change? Across what time frame?
7. How do we know what good looks like?
8. What is the organisation's change maturity to undertake this change successfully? Of the Business Units impacted? Of the teams impacted?
9. What is the leadership capability to support this change successfully? How do we know that? How can we support and improve this?
10. Are we delivering using a big bang or staggered approach? What factors make this the best option? How else could we do it?
11. Is this project waterfall, agile or a hybrid? Why did we decide to undertake the development using this approach? How else could we do it?
12. What will people say that lets us know we've made it to good?
13. How could we create a frictionless change experience for our end users?
14. Who is championing this change at the senior level, and how invested are they in its success? How can we improve this?

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15. What is the scale of this change? To how many? In one place or dispersed?
16. What are the prerequisite and dependency relationships between this change and others going on in the organisation at the same time?
17. What is the scale and frequency of other changes going on at the same time?
18. What other changes are going on with which we could integrate this change story?
19. (If external customer facing) - How does this change relate to our brand? How does it relate to our communication strategy? What is the external communication story we are telling the public/our external customer base right now that we could build on with this change?
20. How will the public react to this change and why?
21. How can we best influence this perception, and who would best influence it? What partners do we have to support it, and why would they? What can we offer them to make supporting this change appealing?
22. When does this change land in this organisation's business cycle (i.e., what BAU activity peak might also be happening in the same time frame)?
23. What are the potential blockers to this change? What can we do about those? Who can help with this?
24. What is the risk appetite to support this change and resource the change effort appropriately?
25. What are the consequences if this change doesn't land well? Who will feel that consequence, how will they feel it, and when?
26. What would it be easy to miss about this initiative in terms of change implications?
27. How complex is the stakeholder landscape for this change? What stakeholders must we absolutely get on board with this change and why?

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28. How bought into this change do we need stakeholders to be? Do they all have to buy into the same degree for it to be a success? Who cares most about this change's success and, therefore, would make an ideal business owner after the BAU transition?

29. How does this change relate to a balanced business scorecard?

30. What is the SWOT analysis for this change (strengths, weaknesses, opportunities and threats)? Who must be onboard to make this change a success?

31. What incentives can we offer to make this change attractive?

33. What are the most significant risk factors to successfully delivering this change, and what can we do about them?

34. What are the constraints to successful delivery, and how could we reduce them?

35. What would increase the priority of this project? What would decrease it?

36. What other projects do we have in the pipeline that could overtake/devalue this change? Does this change undermine any other changes going on? How do we mitigate this?

37. What is the internal capability and time availability to support this change?

38. How can we free people up to provide them with more bandwidth to support and adopt this change?

39. What skills and competencies do our people/customers need to adopt this change?

40. What resources/skills and competencies do we need in the change team to support this change, and how much for what duration?