Managing Unplanned Change

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Types of Change

Organizations are continually striving to respond to following types of change.

- **Planned Internal**
  - Changes in Services or Products
  - Changing Administrative Systems
  - Changes in the Org Structure

- **Planned External**
  - Technological Innovation
  - Advancements in Communication

- **Unplanned Internal**
  - Changes in demographics
  - Business Performance Gaps

- **Unplanned External**
  - Global Economic & Regulatory Impacts
  - Global Environmental/Health/Political Impacts
Effective Change Management

An effective change program focuses on helping people move quickly and effectively to a new way of working and behaving, making change stick.
Crisis Management

When the stakes are high, and decisions need to be made quickly, how do you chart a path forward?

1. **Focus on People**
   - Consider the well-being of all stakeholders, with caring and compassion.

2. **Take Responsibility**
   - Assume appropriate responsibility for managing the crisis.

3. **Assess Needs**
   - Evaluate the needs and concerns of all stakeholders in a timely fashion.

4. **Take Action**
   - Make all decisions based on honesty, ethical principles and legal guidelines.

5. **Communicate**
   - Enable timely, open communication with all impacted parties.

Iterative Approach to Crisis Management
Crisis Management

Before you can help people with change, you must be clear about the actions to be taken and the impacts of the change.

<table>
<thead>
<tr>
<th>Yesterday</th>
<th>Assess Needs of each Stakeholder Group (Job / Stakeholder Considerations)</th>
<th>Take Action (Tomorrow)</th>
<th>Impact (1 – 5)</th>
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<td>Processes (e.g., fund raising, social work/financial support, food pantry)</td>
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<td>Systems (e.g., Raiser’s Edge, Quickbooks, Mailchimp, Marketo)</td>
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<td>Tools (e.g., machinery or equipment that is location-specific)</td>
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<td>Job Roles</td>
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<td>Critical Behaviors</td>
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Crisis Management: Change Management Reference Materials

There is limited time for detailed assessments and plans when dealing with situations that require a rapid response. However, leveraging a proven model to develop a response allows an organization to move quickly without sacrificing effectiveness or quality.

Prosci® created several tools including, three quick-start guides with immediately actionable tips and direction to support organizations during today’s pressing challenges.

Who We Are

Prosci was founded in 1994 by former Bell Labs engineer and program manager Jeff Hlatt. Today, we are a global team of change fanatics and advocates focused on customer success.

We’re passionate about helping your organization build effective change capabilities. We combine scientific principles and a focus on the people side of change to deliver superior training programs, maintain the world’s largest body of change management knowledge, and ensure exceptional customer experiences.

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Crisis Management

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**Take Responsibility**
Assume appropriate responsibility for managing the crisis

Iterative Approach to Crisis Management