

Checklist for Change Messages

Provide background information about the change.

- ✓ Give reasons for the change and explain the benefits.
- ✓ Ask for staff's help in making the change work effectively.
- ✓ Show support for the change (will help others accept the change).

Present employee-specific information when possible to allay concerns about the change.

- ✓ Provide as many details as possible.
- ✓ Supply realistic detail of both the positive and negatives of the change.
- ✓ Let employees know you understand the range of emotions associated with the change.

Discuss questions, concerns, or ideas about the change.

- ✓ Ask employees what concerns or questions they have regarding the change.
- ✓ Listen carefully as employees discuss their concerns.
- ✓ Solicit employees for ideas on ways the team can best adapt to the change.
- ✓ Let employees know their help is critical to bringing about a successful change.

Agree on solutions, resources, or support.

- ✓ Let employees know clearly what is expected and what resources are available.
- ✓ Offer your support in helping them adjust to the change.
- ✓ Ask for their help in finding a solution that will effectively implement the change.
- ✓ Acknowledge each contribution, discussing advantages and drawbacks. Using their ideas will increase commitment to the change.

Summarize and express appreciation.

- ✓ Summarize key points of the discussion.
- ✓ Highlight employee contributions.
- ✓ Sincerely express your appreciation for their assistance and cooperation in making the change work.