

There are 5 questions you must answer before you start making any changes. If you are unable to answer these questions thorough your change will probably not happen the way you want! On page 2 there are some hints on how to answer the questions.

What do we want to change?	
Why do we want to change it?	
How are we going to change it?	
How will we know if the change has successfully taken place?	
How will we review progress?	

What do we want to change?	Describe what you want to change. You need a clear answer to this question ... <ul style="list-style-type: none"> • Who is responsible for making the sure the change actually happens?
Why do we want to change it?	You need clear answers to these questions ... <ul style="list-style-type: none"> • What would be the consequence(s) of not making the change? • Why are these consequences unacceptable? • What are the benefits of making the change? • Who will benefit from making the change?
How are we going to change it?	You need clear answers to these questions ... <ul style="list-style-type: none"> • Why have you chosen the preferred option? • What needs to be done? • Who's going to do what? • What are the timescales? • Who is responsible for making sure your communications are effective? • What are you going to communicate?
How will we know if the change has successfully taken place?	You need clear answers to these questions ... <ul style="list-style-type: none"> • What methods will you use to get your metrics? • What metrics are you using to monitor how things are at the moment? • What metrics will you use to monitor how things are changing? • What are your hard targets? (The numbers) • What are your soft targets? (How people feel)
How will we review progress?	You need clear answers to these questions ... <ul style="list-style-type: none"> • How often will you discuss your metrics? • Who will be involved in the discussion? • Who is responsible for implementing corrections?

This tool was provided by [Ian Clarke](#). There are more ideas for making sure your change goes to plan in [A Useful Guide to Effective Change](#).

More tips and tools at 247freetips.com