Agile Change Management
in a Nutshell

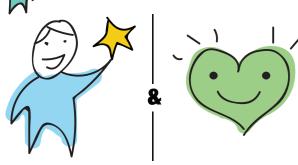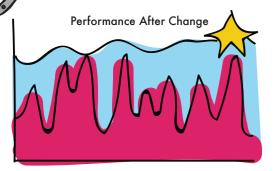*Version 1.1*

No more HIPPO decisions

Sustainability

Ownership & Motivation

New Capabilities to enable ownership.

&

Reinforced to support intrinsic motivation..

Visualize Goal Fullfillment

Performance After Change
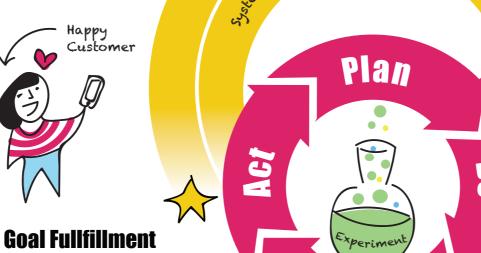
Poster by:
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Agile Change Process

Sustainability
- Individual Change
- System Performance

Change Strategy
- Individual Change
- System Performance

Celebration!
Reward hard and focused work, and set the mood for the next improvement.

Happy Customer

Goal Fullfillment
Assert statistical significance using hypothesis test.
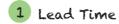
Plan → Do → Check → Act
Experiment

Assess, Define & Prioritize
Translate voice of the customer into Critical to Quality factors. Assess individuals' and organizational change readiness.

Improvement Areas
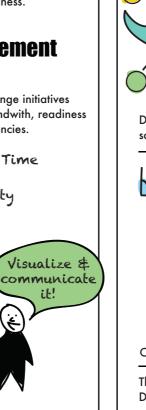Prioritize change initiatives based on bandwith, readiness and dependencies.

1. Lead Time
2. Quality
3. Cost

Visualize & communicate it!

SMART Goals
Specific, Measurable, Achievable, Relevant and Time-bounded.

Change Strategy

Individual Change

Help! Too many things at once

Let's do it now!

VS

Disengaged or change saturated.

Sense of urgency and eagerness to improve.
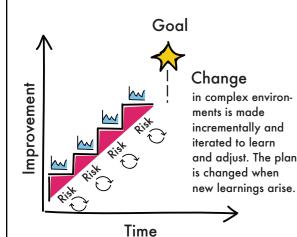
System Performance

Baseline Before Change

Collect data for baseline & analysis. Benchmark others

This infographic is based on Concepts from Lean, Agile, DMAIC and The Standard by ACMP.

Agile Change Management

Goal

Change in complex environments is made incrementally and iterated to learn and adjust. The plan is changed when new learnings arise.

Improvement / Time / Risk

Plan
Visualize and understand process. Find root cause to problems.

Do
Enable and motivate people to try new things. Experiment to learn about new solutions based on hypotheises.

Am I doing it right?

Check
Evaluate outcome and check results. Feedback to people involved in the test.

Act
Adjust hyphotesis and reinforce new behaviour

Retrospective

Learn and adjust.

Handle the Unknown

Complex | Complicated
Chaos | Obvious