

The 8 Steps of Process Change

Set the stage

1. *Create a sense of urgency*

Help others see the need for change and the importance of taking action.

2. *Pull together the team to guide the change*

Assemble a powerful group to guide the change – having leadership skill, credibility, communications ability, authority, analytical skills and a sense of urgency.

Decide what to do.

3. *Develop the Vision and Strategy for change.*

Clarify how the future will be different from the past and how the future can be made a reality.

Make it happen.

4. *Communicate to ensure understanding and buy in*

Make sure as many others as possible understand and accept the Vision and Strategy.

5. *Empower others to act*

Remove the barriers in order that those who want to make the vision a reality can do so.

6. *Produce some short term wins.*

Create some visible, unambiguous successes as soon as possible.

7. *Don't let up.*

Press harder and faster after the first successes. Be relentless with initiating change after change until the vision becomes a reality.

Make it Stick.

8. *Create a New Culture.*

Hold onto the new ways of behaving and make sure they succeed, until they become strong enough to replace old habits.