

21st Century Change Management: The 14 principles

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1. Change efforts are prioritized by leadership; line staff are critical to successful design and implementation. "Top down & Bottom up"
2. Alignment
3. Look at high volume, problem prone areas
4. Identify best practices; adopt and adapt
5. Learn from and with others; collaborate
6. Multidisciplinary input is critical; no one is an expert on everything
7. Mine "Local Knowledge Experts"
8. "Committees" don't design and implement successful, enduring change. "Change by decree" does not endure
9. You never get it right the first time
10. Segment: don't try to solve it all at once
11. Learn as you go; build small victories
12. Understand "Diffusion of Innovation" (Everett Rogers)
13. Create "Change Competency"
14. Recognize that the only "constant" is "change"