# Organisational change management CIPM

Planning, designing and implementing activities to transition the organisation and people to the required future state.

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| **Guidance Notes:**  Activities may include, but are not limited to:   * developing a business change implementation plan to identify required changes to processes, procedures, systems, structures, ways of working * using a structured process and set of tools for leading the people side of change * assessing change readiness and capacity including, but not limited to, planning around key business cycles, selecting appropriate customers for migration * assessing and developing change management capabilities * engagement and tailored communication with stakeholders and everyone impacted by the change * monitoring the impact of the change management plan and sustaining and embedding change * coaching change sponsors. |

## Level 2

Assists with organisational change management tasks under routine supervision.  
Supports the collection and analysis of data related to change readiness and impact.  
Helps document and communicate change management plans and activities.

## Level 3

Follows standard techniques to investigate and analyse the size, nature and impact of changes to operational activities.   
Contributes to the recommendations for change management plans and actions.   
Supports implementation and engages with stakeholders under direction.

## Level 4

Conducts readiness assessments to assess the size, nature and impact of organisational change.   
Defines tactics to use considering the challenges to be addressed. Provides guidance and makes suggestions to support individuals responsible for operational implementation of change management activities.  
Gathers feedback to analyse the impact and effectiveness of the change management activities being deployed. Takes corrective action as required.  
Develops and communicates tailored change management plans. Establishes and builds relationships with the project sponsors and key stakeholders.

## Level 5

Develops the change management approach and a change management plan in collaboration with sponsors, users and project teams.   
Creates and implements action plans to ensure everything is ready for the change before going live. Acquires change management resources and develops their capabilities to deliver the required changes.  
Gathers feedback to allow timely improvements to the change management plan and approach. Assesses risks and takes preventative action.   
Develops and communicates tailored change management plans for senior stakeholder groups. Provides guidance and makes suggestions to support change sponsors.

## Level 6

Defines and communicates the approach for change management for a significant part of the organisation.   
Initiates, plans and leads strategic, large and complex change management initiatives. Provides guidance and raises awareness to help change leaders demonstrate effective behaviours to deliver organisational change.   
Establishes feedback processes and leads analyses of change management successes.   
Enables continual improvements to change management methodology, tools and training necessary to enhance the maturity across the organisation.