

Top Twelve things to know when Implementing AWARDS

1. Widely communicate the potential need for change. Communicate what you're doing about it. Communicate what was done and how it worked out.
2. Get as much feedback as practical from employees, including what they think are the problems and what should be done to resolve them. If possible, work with a team of employees to manage the change.
3. Don't get wrapped up in doing change for the sake of change. Know why you're making the change. What goal(s) do you hope to accomplish?
4. Plan the change. How do you plan to reach the goals, what will you need to reach the goals, how long might it take and how will you know when you've reached your goals or not? Focus on the coordination of the departments/programs in your organization, not on each part by itself. Have someone in charge of the plan.
5. End up having every employee ultimately reporting to one person, if possible, and they should know who that person is. Job descriptions are often complained about, but they are useful in specifying who reports to whom.
6. Delegate decisions to employees as much as possible. This includes granting them the authority and responsibility to get the job done. As much as possible, let them decide how to do the project.
7. The process won't be an "aha!" It will take longer than you think.
8. Keep perspective. Keep focused on meeting the needs of your customer or clients.
9. Take care of yourself first. Organization-wide change can be highly stressful.
10. Don't seek to control change, but rather to expect it, understand it and manage it.
11. Include closure in the plan. Acknowledge and celebrate your accomplishments.
12. Consider using a consultant. Ensure the consultant is highly experienced in organization-wide change. Ask to see references and check the references.