

Change Matrix

Trust	Vision	Skills	Resources	Payoff	Action Plan	➡	Change
	Vision	Skills	Resources	Payoff	Action Plan	➡	Sabotage
Trust		Skills	Resources	Payoff	Action Plan	➡	Confusion
Trust	Vision		Resources	Payoff	Action Plan	➡	Anxiety
Trust	Vision	Skills		Payoff	Action Plan	➡	Anger
Trust	Vision	Skills	Resources		Action Plan	➡	Sporadic Change
Trust	Vision	Skills	Resources	Payoff		➡	False Starts

Designing Change

Trust	Try to capture what areas of the organization may mistrust the change that is being introduced. It could be based on the agent of change, the history of the change or the timing of the change. Consider these elements before designing action.
How will our team build Trust?	
Vision	This statement includes both the measurable outcomes as well as affect this change will have on other areas. Vision can not be singular in scope but must demonstrate an effect on the purpose of the organization.
How will our team communicate our vision?	
Skills	It is crucial to analyze the skills necessary for all stakeholders to be successful in the change. Lising these skills here will help build an appropriate action plan.
How will we ensure our constituents have the necessary skills?	
Resources	Listing resources will determine whether this change can be managed at this time. For example, if training is needed to increase skills, but no budget is allocated to this purpose, then the change is not likely to be successful.
What resources must our constituents have to be successful (including time)?	
Payoff	We are all creatures of habit: it is important that stakeholders understand how their investment in change will affect them. If the payoff is not clear, the change stakeholder is less likely to change.
What is the Payoff for our constituents?	
Action Plan	An action plan should be aligned to a larger goal, should create a measurable outcome, should include a timeline of actions taken that create measurable goals, include tasks assigned and dates for tasks to be completed.
How will we communicate the Action Plan to our constituents?	