



## CHANGE MANAGEMENT FOR RECORDS MANAGERS

What is one change relevant to managing records that is needed at your organization?

Write your response here: \_\_\_\_\_(just one:)

(Quick response from attendees)

What can you do to facilitate this change?

- Hire a consultant
- Send out email messages
- Put up posters

What is your desired outcome if the change is successful?

- New system
- 

- New process
- 

- New skill/capability
- 

- New behavior
- 

85% of all Change Management efforts fail; unless they include Transition Management

Change Management is the external activity; Transition Management is the human/internal response

Change and Transition Management use the three C's: clarity, capability, commitment

- Clarify the reason for change, the desired outcome
- Enable the new skills, knowledge and capabilities required
- Inspire and support employee commitment efforts

Organizations change; people transition. Recognize the natural process of transition (see William Bridges Change and Transition Model – [www.wmbridges.com](http://www.wmbridges.com)) and actively support employees through the transition.

“Change is dependent upon the situation: a new home, a new job, a new team, the new boss. Change is something that is external to the person going through the change. Change just happens. However, people’s reaction to change is what necessitates a process for managing change. This reaction is internal. The “Bridges Model” is a tool for change management that can be applied by anyone to any situation where change is occurring.” (Use the William Bridges Managing Transitions Model to Navigate through Change; see [www.usqs.gov/.../TransitionModel.pdf](http://www.usqs.gov/.../TransitionModel.pdf))