

How You Can Understand Change Management in Government

Change is hard. And government changes all the time – just like any other sector or organization.

70%

of change programs fail to achieve their goals, largely due to employee resistance and lack of management support

#1

the top reason folks resist change is they are skeptical due to past failed change efforts

33%

of public sector employees said management behavior does not support change

During change and transformation is where disconnects can happen – so you need to make sure you have processes and checks and balances in place to set up a successful transformation.

That's why having a change management program is more important than ever.

Change Management:

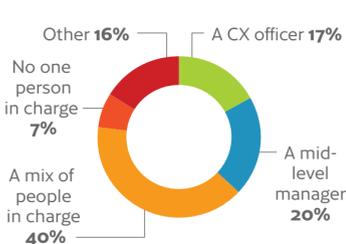
Change management is the discipline that guides how we prepare, equip and support individuals to successfully adopt change in order to drive organizational success and outcomes.

To learn more about change management programs in government and their effectiveness, and why it matters to organizations looking to improve citizen delivery, GovLoop partnered with Genesys, a leader in customer relation and citizen experience platforms, for a survey of 312 public-sector employees.

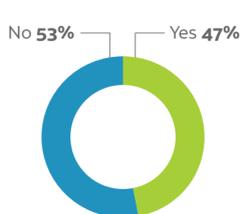
only 20% of responders said they were aware of a change management program in their agency

55% of responders said they found their change management program useful

Who is in charge of your change management program?



Is your change management program fully funded?



“Through an understood and useful change management process it is easier to keep all aligned to the mission and on the same bus throughout the transitions caused by the implemented changes.”

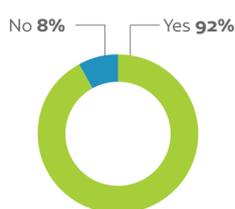
-Survey respondent



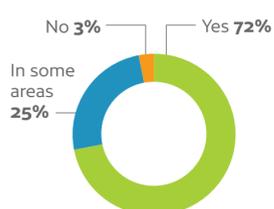
“Past experience with change has shown that it is not managed in a way that keeps everyone working together, therefore the teams involved tend to be wary and/or resistant to mandated changes”

-Survey respondent

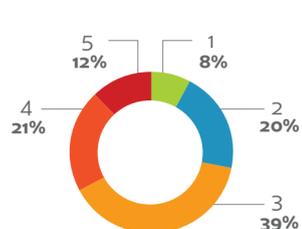
Do you think better change management would improve the customer experience you are able to offer citizens?



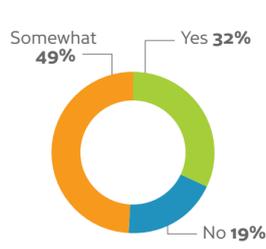
Do you think better change management would have positive outcomes on your mission-driven projects?



What is your agency's capability for and openness to change overall? (rank 1-5, 1 being not open to change, 5 being very open and capable)



Does your agency see the value in change management?



“A good change management system would allow for stability in transitions and can help maintain the productivity of employees. Change brings about uncertainty, which can derail projects and diminish employee morale. A comprehensive system can prevent some of that.”

-Survey respondent

Change management methodologies our survey respondents follow:

Association of Change Management Professionals Standard:

Establishes a common understanding of the discipline of change management to help leaders and practitioners achieve and sustain change objectives.

Agile:

A way of working that is iterative, incremental, and highly interactive.

Prosci ADKAR:

A research-based, individual change model that represents the five milestones an individual must achieve in order to change successfully.

Six Sigma:

A methodology used to improve business processes by utilizing statistical analysis rather than guesswork.

Kaizen:

A strategy where employees at all levels of a company work together proactively to achieve regular, incremental improvements to the manufacturing process.

Leading Change by John P. Kotter:

An eight-step methodology of implementing change.

Ready for successful change management? Here are four pillars of successful change:

1

Vision

A common understanding of the primary goals or outcomes the organization is trying to achieve

2

Sponsorship

Active and visible sponsorship for the change at a senior executive level

3

Measures

Indicators to track the success of the change initiative are defined

4

Change Team

Getting people ready to adapt to the changes

Technology is now led by business owners making goals and changes that meet the end customer needs. With an agile approach and a strong change management, these technology changes can be successful.

Successful change management programs require strong leadership, dedicated resources, and focused engagement and participation. Whether an agency needs a little assistance or focused engagement on adopting new technology, leveraging change management is an essential step to the success.

Genesys can partner with your agency to enable you to equip, guide and drive your agency to implement agile technology, comply with new regulations and better meet citizen expectations. Click here to learn more: www.genesys.com/government

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