

Change Management Role

What	Why	How
Organisational capability	Employ mechanisms to support changes and building competence across the organisation.	Building competence Building capability
Managerial capability	Ability of managers to transition their staff through the change process; Manager capability is a key differentiator in accounting for the differences between success and failure in the different change histories of organisations.	Minimize productivity loss Manage customer impact and employee turnover Maximize the speed of adoption and utilisation Manage resistance
Individual capability	Ability of individuals to manage personal transition. Organisational changes can evoke different emotional reactions	Transition from current to future state

Shaping Customer Focus Developing Organisational Capability For Change

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