

Prosci is at its core a research organization. The findings from the biannual studies shed light on what works and what doesn't when managing the people side of change. The 2009 edition of *Best Practices in Change Management* is the most robust release ever. This webinar covers the top 10 trends identified by participants in the 2009 benchmarking study. Email an analyst at changemanagement@prosci.com or call 970-203-9332 for more information.

Top trends in change management: From Prosci's 2009 benchmarking study

www.change-management.com/best-practices-report.htm

Report foundation:

- Study objective: *to uncover lessons learned from practitioners and consultants so current change management teams can benefit from these experiences*
- Representation from across the globe – 65 countries represented
- Change management team leader was the most represented role, followed by external consultant

- Participants represented organizations of various sizes
- The top five industries represented were the same as in the 2007 study
- Nearly two-thirds of projects were in the implementation or completed stage – higher than previous studies

Report by the numbers:

- 6th longitudinal study
- 575 participants
- 65 countries
- 112 pages
- 25 sections
- 65 figures
- 11 tables
- \$249



| Trend | Assessment | Score |
|--|--|-------|
| 1. A greater recognition of the need for change management – <i>seen as critical to success and contributor to ROI</i> | 1: No recognition 2: Some recognition 3: Complete recognition | |
| 2. Change management competency building – <i>more knowledge and training opportunities at all levels</i> | 1: No competency building programs 2: Some competency building programs 3: Extensive competency building programs | |
| 3. Dedication of resources for change management – <i>assigned on projects and identified in organizations</i> | 1: Resources not assigned 2: Resources occasionally assigned 3: Resources dedicated for all projects | |
| 4. Use of methodology and tools – <i>structured approach to the people side of change</i> | 1: No use of methodology or tools 2: Occasional use of methodology or tools 3: Comprehensive use of methodology or tools | |
| 5. Application on projects – <i>sought out and brought rather than looking for projects to support</i> | 1: No projects applying change mgmt 2: Some projects applying change mgmt 3: All projects applying change mgmt | |
| 6. Integration with project management – <i>creating partnerships at the project and methodology levels</i> | 1: No integration occurring 2: Some integration 3: Full integration | |
| 7. Change saturation – <i>feeling the consequences on various levels of having too much change occurring</i> | 1: Not addressing saturation 2: Some attention paid to saturation 3: Actively working to manage saturation | |
| 8. Standard change management approach – <i>sends strong message and increases consistency and efficiencies</i> | 1: No standard approach in the org 2: Movement toward a standard approach 3: Standard approach adopted and shared | |
| 9. Establishment of a change management group – <i>organizational structure to support change management</i> | 1: No group established or progress made 2: Working toward creation of group 3: Change mgmt group established | |
| 10. Management of the portfolio of change – <i>tracking, managing and prioritizing competing initiatives</i> | 1: No work on managing the portfolio 2: Initial steps taken on portfolio mgmt 3: System in place for managing portfolio | |