

ACC LEGAL OPERATIONS

Top 10 Takeaways from the Virtual Roundtable

Art of Change Management and Driving User Adoption


1. As an organisation, you must **understand why you are making the change first**, and the organization's readiness for the proposed change.

 [Maturity Model Change Management Stages of Change Readiness](#)

2. When considering new technology, don't start with the solution – identify the problem first. **Technology alone will not save the organisation.**

 [Consilio Change Management Tips & Tools](#)


3. Well-defined **processes around change management are necessary** for success. Concrete processes will properly prepare the organisation and establish the steps necessary for effective change.

 [ACC Legal Operations Change Management Webinar](#)

4. Give people the opportunity to **ask questions** and **acknowledge concerns**.

 [Cultural Change Management](#)


5. **Recruit champions** to support initiatives before you begin and use them as liaisons/advocates. These individuals (“Change Champions”) will actively advocate for and help facilitate the change.

 [Maturity Model Change Management Roles in Organizational Change Management](#)


6. Identify the key stakeholders by using surveys and focus groups. **Key stakeholders are those who will be most affected by the change**, so it is important to ask for their feedback throughout the process.

 [Maturity Model Change Management Preparation Workbook](#)

7. **Communicate** the business rationale to the organisation and provide the broader context of the positive effect of the change.

 [Find Solutions to Real-Life Change Management Challenges](#)

8. **Provide effective training** that is aligned to your processes and make training materials easy to access.

 [How Do You Train Your Employees? Benchmarking Employee Training Programs](#)

9. **Review lessons learned** from past projects to avoid repeating mistakes.

 [Tips for Scoping a Project](#)

10. Any organisation can only withstand so much change at once, so it is important to get the right cadence. It is better to **do a few things right** than too much at one time.

 [Change Readiness Assessment](#)