



Change Management

Change management is a structured approach for ensuring that organizational changes are thoroughly implemented, and that the lasting benefits of change are achieved. Changes could range from a simple process or location change to major changes in policy or strategy. Federal Occupational Health (FOH) Organizational Development and Leadership (ODL) support services bring expertise, through a structured methodology and tools to support organizations undergoing change.

FOH's Approach to Change Management

Every change management engagement is unique and is tailored to the situation as well as the organization's culture. However, there are some critical components that FOH's ODL program regularly uses to help organizations successfully accomplish organizational change.

Identifying Organizational Obstacles

Effective change management begins with the identification of key issues and developing an action plan to address each of them. Surveys, focus groups, and interviews identify staff perceptions and resistance to change. This provides valuable input for creating an action plan to address any identified issues and concerns.

Implementing Change

FOH uses a core set of change management activities, tools, and techniques to help drive change and to make it part of the organization's culture. While the tools, techniques, and activities are tailored to the situation, the basic concepts applied to change management are to:

- Create a sense of urgency
- Form a powerful coalition
- Create a vision for change
- Communicate the vision
- Remove obstacles
- Create short-term wins
- Build on the change
- Anchor the changes in the organizational culture

Change management considers the wider impact of change on the organization to ensure change is implemented effectively with lasting benefits. FOH will bring a customized solution to fit your organization's needs and goals.

What are the benefits?

- Change becomes a planned and managed process
- Heightened ability to anticipate issues and challenges in order to respond appropriately
- Staff concerns are acknowledged and addressed, resulting in greater support for change
- Risks associated with the unmanaged change are lowered
- Less disruption and impact on staff morale
- Reduced time to implement the change
- Increased chance that the change will be sustained over time

"We are in the midst of our work with FOH, and the support and guidance we are getting is invaluable. I look forward to continuing this process knowing that our FOH team is leading us in a positive direction!"

Senior Executive Officer at
HHS Office on Women's Health

Federal Occupational Health
Organizational Development and Leadership

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