



## Change Management

Change management is a structured approach for ensuring that changes are thoroughly and smoothly implemented, and that the lasting benefits of change are achieved. The change in question could range from a simple process or location change, to major changes in policy or strategy needed if the organization is to achieve its potential. FOH brings expertise, a structured methodology and tools to support organizations undergoing change.

### What are the benefits?

- Change is a planned and managed process; lowering the risks associated with the change
- Ability to anticipate issues and challenges and respond appropriately
- Staff concerns are acknowledged and addressed; resulting in greater support for change
- Less disruption and impact on staff morale
- Reduced time to implement the change
- Increased chance the change will be sustained over time

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*“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!”*

Nicole Ferrentino Greene,  
HHS Office on Women’s Health

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### FOH Approach to Change Management

Every change management engagement is unique and is tailored to the situation surrounding the change as well as the organization’s culture and desired outcomes. There are however, some critical components of any change management program used by FOH to help organizations successfully accomplish organizational change:

#### Identify the Consequences of Change

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

#### Implement the Change

FOH uses a core set of change management activities, tools, and techniques to help effect change, ingrain the change in the organization. While the tools, techniques, and activities are tailored to the situation, the basic concepts applied to change management are:

- 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 involves ensuring change is implemented smoothly and with lasting benefits, by considering its wider impact on the organization and people within it. Each change project is unique and FOH will bring a solution tailored to your needs and goals.

