Agile Change Management
in a Nutshell

Sustainability

Ownership & Motivation

New Capabilities to enable ownership.

Reinforced to support intrinsic motivation...

&

Visualize Goal Fullfillment

Performance After Change

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Agile Change Process

Plan

Do

Check

Act

Assess, Define & Prioritize
Translate voice of the customer into Critical to Quality factors. Assess individuals' and organizational change readiness.

Improvement Areas
Prioritize change initiatives based on bandwidth, readiness and dependencies.

1. Lead Time
2. Quality
3. Cost

SMART Goals
Specific, Measurable, Achievable, Relevant and Time-bounded.

System Performance

Collect data for baseline & analysis. Benchmark others

Individual Change

Help! Too many things at once

Let's do it now!

System Performance

Visualize & communicate it!

Verify it!

Baseline Before Change

Individual Change

System Performance

Visualize & communicate it!

System Performance

Individual Change

System Performance

Visualize & communicate it!

Baseline Before Change

Goal Fullfillment

Assert statistical significance using hypothesis test.

Celebration!
Reward hard and focused work, and set the mood for the next improvement.

Happy Customer

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Change Strategy

Individual Change

Disengaged or change saturated.

Sense of urgency and eagerness to improve.

System Performance

SMART Goals
Specific, Measurable, Achievable, Relevant and Time-bounded.

Handle the Unknown

Learn and adjust.

Simple

Complex

Complicated

Obvious

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Agile Change Management

Goal

Change in complex environments is made incrementally and iterated to learn and adjust. The plan is changed when new learnings arise.

Visualize and understand process. Find root cause to problems.

Enable and motivate people to try new things. Experiment to learn about new solutions based on hypotheses.

Evaluate outcome and check results. Feedback to people involved in the test.

Adjust hypotheses and reinforce new behaviour.

Learn and adjust.

Change

Handle the Unknown