



Change Checklist

Project Name

Project Leader

LISTEN

- Do we have a strong vision?
- Are the benefits compelling?
- Are the leaders aligned?
- Are the impacted people identified?
- Have we asked for feedback?
- Have we incorporated the feedback?

EMPOWER

- Have we engaged leaders?
- Have we engaged managers?
- Have we engaged influencers?
- Do we have a communication plan?
- Have we shared talking points?
- Are people properly engaged?

SPEAK

- What communication channels exist?
- What is the communication cadence?
- What stories do we share?
- What mindset/behaviors do we want?
- How are impacted people the heroes?
- How do we want people to feel?

SOLVE

- What do we want to measure?
- How will we measure progress?
- Who needs to know of the results?
- How will we celebrate progress?
- What will ensure continued success?
- What adjustments do we need to make?

From *No One's Listening and It's Your Fault* by Pam Marmon