

8 steps for successful change

# Your checklist for effective change management

Successful change starts with good planning and consistent, disciplined execution. To help reinforce the change management principles you learned in *Navigating What's Next: How to Manage Change in Your Veterinary Practice*, we have created this simple checklist outlining key steps, strategies and tools to help you effectively manage change with your team.

Make sure your next practice change initiative goes according to plan by following the steps in a proven process:



## Step 1: Set the foundation

Identify desired project results and outcomes

Decide on a methodology or approach

Identify and access sufficient resources, including a team leader



## Step 2: Plan for impact

Understand who will be affected, what will change and the impacts

Identify potential concerns and how you will prepare

Identify your change champions and how you can leverage their help



## Step 3: Establish communication

Define your plan for regular team communication

Decide how feedback will be managed



## Step 4: Coach and encourage

Ensure managers are aware of expectations, understand 'what's in it for me' messages and can communicate them to the team

Provide coaching and training so they can manage transition with their team and identify and manage resistance to change



## Step 5: Train and prepare

Check what skills will be required for the new system or software, what skills the team currently has, and where there are gaps

Create training plans to help upskill the team and schedule training with those affected



## Step 6: Embrace chaos

Identify what resistance might look like and where it may come from

Implement measures to mitigate it before it happens



## Step 7: Reinforce positive behaviour

How can you make change outcomes the 'new way' and do you have a system to track its adoption and use?

Are you recognising and rewarding achievements and monitoring and addressing gaps in skills and adoption?



## Step 8: Review what's working

Did the change meet objectives and help achieve business goals?

Was the change management process successful and was there anything that could have been done differently?

What remains to be done?

Covetrus is here to support your practice through every change, large and small. For more information, or to make an appointment to talk with a representative, visit [softwareservices.covetrus.com](https://softwareservices.covetrus.com)