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[Company name] Change Management Policy

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1. Purpose

The purpose of this Change Management Policy is to provide a structured approach to managing changes within the organisation. It ensures that changes are implemented effectively, minimising resistance and maximising the benefits of the change. This policy applies to all departments, employees, and business processes within [Company name].

2. Scope

This policy applies to any significant organisational changes, including but not limited to:

- Business restructuring
- Introduction of new technology or software
- Updating processes
- Changes in roles, responsibilities, or job structures
- Mergers or acquisitions
- Policy updates or new regulations
- Office relocations or changes in physical workspace

It is essential that all managers, team leaders, and employees follow this policy to ensure changes are handled efficiently and transparently.

3. Key principles

[Company name]'s approach to change management is built on these three core principles:

Transparency

We believe in open communication. All employees should be informed about the nature of the change, why it is happening, and how it will impact them. Regular updates will be provided throughout the process.

Involvement

Engaging employees early in the change process will encourage participation and reduce resistance. We will seek input, feedback, and involvement from all relevant stakeholders to ensure the change is as inclusive as possible.

Support

Change can be challenging. We are committed to supporting our employees through training, clear communication, and offering resources such as HR assistance or additional support systems during the transition period.

4. Change management process

We will follow a simple and structured three-step process to ensure changes are managed smoothly:

Step A: Prepare for the change

- **Identify the change:** Clearly define what the change is and why it is necessary. This should include the potential benefits, and any risks associated with the change.
- **Assess impact:** Understand the effect of the change on employees, customers, and business operations. This helps anticipate challenges and develop mitigation strategies.
- **Communicate early:** Inform employees as soon as possible about the upcoming change. This initial communication should include what will change, the timeline, and the reasons behind it.

Step B: Implement the change

- **Set clear goals:** Establish specific objectives and when relevant, set key performance indicators (KPIs) to track the success of the change.
- **Training and support:** Provide employees with the necessary training, tools, and resources to adapt to the change.
- **Ongoing communication:** Keep communication lines open throughout the implementation phase, ensuring employees are aware of progress and any adjustments to the plan.

Step C: Review and reinforce the change

- **Monitor progress:** Regularly track the progress of the change against the initial objective and any KPIs set in step B. Address any issues that arise promptly.
- **Collect feedback:** Gather feedback from employees and stakeholders to understand how they are adapting to the change.
- **Reinforce success:** Celebrate milestones and successes, recognising teams and individuals for their adaptability and resilience.
- **Evaluate and adjust:** Review the effectiveness of the change and make any necessary adjustments to ensure long-term success.

5. Roles and responsibilities

For change management to be successful, everyone at [\[Company name\]](#) has a role to play:

- **Senior management:** Provide clear direction and approval for changes. Ensure the organisation is aligned with the vision and strategy for change.
- **HR department:** Facilitate communication, provide support to employees, and ensure training and resources are available.
- **Managers and team leaders:** Act as the bridge between leadership and employees, driving the change at the operational level and supporting their teams through the process.
- **Employees:** Actively participate in the change process by providing feedback, attending training, and adapting to new ways of working.

6. Communication strategy

Clear, consistent, and timely communication is vital to the success of any change. [\[Company name\]](#)'s communication strategy will include:

- **Initial announcement:** A meeting or email to announce the change, explaining the reasons and benefits of the change (communication dependent on the size and impact of the change).
- **Regular updates:** Weekly or bi-weekly updates via emails, meetings, or internal platforms to keep everyone informed about the progress of the change.

- **Q&A sessions:** Providing opportunities for employees to ask questions, either in group settings or 1:1 meetings.
- **Feedback channels:** Establishing formal channels (e.g., surveys) for employees to provide feedback throughout the process.

7. Training and development

To ensure employees are equipped to handle the change, we will provide:

- **Workshops or webinars:** To offer hands-on training related to new processes or technology.
- **Online resources:** A library of resources, FAQs, and guides will be available on our internal platform.
- **1:1 support:** For employees who require more in-depth support, HR and/or line managers will be available for individual sessions.

8. Monitoring and continuous improvement

Change is an ongoing process. After implementation, we will:

- Regularly review the outcomes of the change.
- Use feedback to improve future change management processes.
- Adjust the change if necessary to ensure it continues to meet [Company name] needs

Please note: This template is intended as a guideline, for informational purposes. This should be reviewed & edited as necessary to meet the specific needs and legal requirements of your organisation.