

Sustain the Change

Here is a summary of John Kotter's 8 Steps for Sustaining Change'



- Leaders build a sense of urgency about the needed change by heightening energy + motivation and reducing fear and complacency.
- •The compelling business reason for the organisation and for individuals to change is known.

2. Build Guiding Teams

• Focused, committed, energised leaders who have the ability to create the climate for change by having a deep understanding of their role, the why, what, how of the change, the time and resources required, holding themselves and others accountable for the results.

3. Get the Vision Right

- A clear inspiring and achievable picture of the future.
- •The desired outcomes in both the behaviour and mindset are defined which clearly support the vision.

4. Communicate for Buy-in

- Key stakeholders and potential sources of resistance are identified, leaders deliver candid, concise messages to create trust, support and commitment.
- Practical plans are put in place to overcome resistance



5. Enable Action

- •Leaders identify what needs to be done.
- Resources are in place to achieve the action plans.
- •Leaders bust the barriers that hinder people by developing and aligning processes, systems & people to the vision.

6. Create Short-term Wins

• Leaders re-energise the organisation's sense of urgency by achieving visible, timely and meaningful performance improvements to demonstrate progress.

7. Don't Let Up

- •Leaders are persistent in monitoring and measuring progress and not declaring victory prematurely.
- Create short-term wins with people, processes & systems. Benefits of short-term wins are leveraged and consolidated.
- •Sustain involvement of all stakeholders.

8. Make it Stick

- Change is achieved, benefits realised.
- Processes, structures, systems, and roles all model the change.
- •Leaders reward and support the changed behaviour to ensure it is embedded into the organisation and seen as "the way we do business here".