

Sustain the Change

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



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".