

Type of Decision									
Meeting Date	Friday, May 8, 2015				Report Date	Thursday, April 30, 2015			
Decision Required		Yes	x	No	Priority	X	High		Low
Direction		Information Only		x	Type of Meeting	X	Open		Closed

Clerk's - Report Organizational Change Workshop - AMCTO – April 29, 2015

Subject: Garth Johns – Surviving Municipal Organizational Change

The workshop in Surviving Organizational Change was a worthwhile session with a main message being reduced to use common sense, create a plan, and communicate with everyone during every stage of the plan.

“Common Sense” and “communicate” were the first words I noted on my paper and were reinforced throughout the presentation.

While participating, my mind was focused on organizational change within administration at HCM. In another report within this meeting package is a full report on the need for organizational change in the office to ensure sustainability and continuity of operations. This report is a direct result of the tools/methods learned during the April 29th workshop and is an example of what was learned and how it might be applied in everyday work.

A brief review of the main considerations for organizational change would include:

1. Depending on the size of the change, you may need to create a transition team.
2. Put yourself in the position of the people who might be affected by change. What do they want, need?
3. You've got to keep your people happy.
4. Importance of retention of institutional knowledge to business continuity.
5. Importance of documentation of the purpose of change.
6. Identify roadblocks, challenges, frame of reference (we've always done it that way).
7. Keep in mind factors outside your control or influence – legislative changes.
8. Communicate with all people who will be affected, if possible.
9. Business case.
10. Create a vision for the future; what will the final result look like. Transition plan.
11. Not written in stone but need a target/goal to reach for; does not mean it cannot be amended along the way as new information is learned.
12. Expect resistance. Anticipate messages to alleviate worries/fears.
13. Identify how you know there is a problem which requires attention/change.
14. How urgent is the need for change?
15. Define required/desired changes.
16. Build support for change.
17. Create a plan, timetable.

18. Show how costs might be covered.
19. Create a gauge to determine whether or not we know the plan is working? What does success look like?
20. What have others done? No need to reinvent the wheel.
21. Take a look at your organization, department and issue – complete an issue specific SWOT analysis.
22. Use common sense and communicate.