



Soft Skills Top Tips

Change Management

Introduction

It is essential senior executives don't overlook the 'softer' skills their leaders need to implement change management throughout the organisation.

These skills include the ability to keep managers and workers inspired when they feel overwhelmed, to promote collaboration across organisational boundaries, and to help embrace change-programs through dialogue, not dictation (Ref: [McKinsey, Developing Better Change Leaders 2012](#)).

Use these top tips to ensure you utilise the soft skills required to implement change management effectively.

- ☐ Take people on the journey
- ☐ Explain why change is required and the rationale behind the change
- ☐ Don't thrust it upon people, but then don't hold back either
- ☐ Once the need to change is identified then ensure you follow through
- ☐ There will always be obstacles and casualties - recognise and manage this
- ☐ Standing still is going backwards, moving forward requires people to embrace change
- ☐ The old way isn't always the best way; it's usually the opposite, present evidence to show why
- ☐ If you want people to change, support them to do so
- ☐ Let team members be champions/agents of change
- ☐ A good change programme has those at the coal-face making the decisions
- ☐ Top management sanity-check, challenge, augment and enable what those at the coal-face identify
- ☐ A good facilitator is usually helpful as they will be impartial and objective and have no emotional attachment to the change programme

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