A Quick Guide to Agile Change Management

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❖ Track record of excellence in project, programme and portfolio planning and delivery.
❖ In recent years, Mel has focused on moving organizations from waterfall to agile approaches in project management.
❖ APMG accredited AgilePM, Agile Change Agent & Change Management trainer
❖ Certified Scrum Master, Certified SAFe 4.0 Practitioner and Lean Kanban Practitioner

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Before we get started:

- This session is being recorded. A follow-up will be sent to you.
- Submit your questions anytime.
- Your feedback is welcome and valuable. You have my email address!
What is Agile Change?

**Project activities**
- Design
- Develop
- Test
- Deliver

**Change activities**
- Tangible change:
  - New systems
  - New processes
  - New locations
  - New products
  - New services
- Behavioural change:
  - Trying out new ways of working
  - Understanding how to do things
  - Creating new habits

**Benefits realised**

**Attitudes**
- Behaviours
- Values

**New app**

Project activities ➔ Change activities ➔

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What is Agile Change?

**Traditional Approach**
- **Current ways of working**
- Implementation leading to return on investment
- **End Goal**

**Agile Approach**
- **Current ways of working**
- Implementation leading to return on investment
- **End Goal**
What is Agile Change?

Current ways of working

Original End Goal

Amended End goal

Further amended End Goal

Current ways of working

Current ways of working
What are the benefits of Agile Change?
Agile skills
Courage – living with uncertainty

Advantages:

- You don’t promise certainty when there isn’t any!
- You don’t close out the possibility of innovation
Courage – know where you need to get to

Today

Return on Investment

Horizon Scanning

End Goal

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Courage – know where you need to get to
Courage – know where you need to get to

The end goal can be one or a combination of these answers:

- **What** we do – products/services
- **How** we do it – manual/automation; known/innovative
- **Who** we do it with – external suppliers/internal resources
- **Where** we do it – onshore/offshore; continents/countries; urban/rural
- **When** do we do it – time of day/week/month; frequency; regularity
Macro to micro is harder than micro to macro!
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Macro to micro is harder than micro to macro!
Exhaustion of constant decision making

- **Strong contribution to critical success factors**
  - Idea 4
  - Idea 7

- **Medium contribution to critical success factors**
  - Idea 1
  - Idea 3

- **Weak contribution to critical success factors**
  - Idea 2
  - Idea 5
  - Idea 6

**High priority = high success factors**

- **Highest business value outcome deployed quickest.**
- **Next most valuable outcome.**
- **Full roll out of all outcomes.**

**End Goal**

New way of working
Danger of too much change

Traditional approach creates one wave of behavioural change

Agile approach creates multiple waves of behavioural change

Initial idea | Next most valuable idea | Next most valuable idea | Next most valuable idea

Change activities | Change activities | Change activities | Change activities

Benefits realised | Benefits realised | Benefits realised | Benefits realised

Go-live of complete solution
Learn Agile Change Management because…

- Early realisation of benefit creates value for your organisation
- Early value creates momentum and motivation for change
- Frequent delivery allows for early and frequent validation of assumptions
- Each wave of change is assessed for feedback which drives decision on next delivery
- Choice of what to change is evidence based – using results of earlier deliveries to drive later prioritisation decisions
- This evolving solution reflects changing priorities
Further information

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