



Change Champions

Spring 2017

U N I V E R S I T Y O F G E O R G I A

Change Readiness

Change Champions

Change Champions Are

- A two-way communication channel to ensure rapid and accurate communications to the business
- A cross-functional network of people outside the project team who will serve as advocates for Project OneSource process and policy changes
- A group of people who influence positive change
- A formal network to leverage peer-to-peer communication (in addition to traditional communication methods)

Change Champions Are NOT

- A replacement for existing communication mechanisms. Change Champion communications are more tailored to specific employee groups, less formal, and typically more engaging than traditional communications
- A substitute for the new or existing management structure
- A substitute for line management's accountability in achieving implementation goals
- A decision-making body

Change Readiness

Why do we have Change Champions?

To Minimize Implementation Complexity	<ul style="list-style-type: none">• Communication is most effective when it is face-to-face. People want an opportunity to be heard and give their opinion. With a project of this size it is impossible for the project team to communicate individually without assistance.
To Build Accountability and Ownership	<ul style="list-style-type: none">• Include a formal mechanism for gathering feedback regarding the integration and monitoring employee impact. Enable Change Champions and their areas to resolve concerns without waiting for “formal, official” communications.
To Enhance Speed	<ul style="list-style-type: none">• Quickly disseminate accurate implementation information and minimize rumors that can derail the effort.
To Maximize Productivity	<ul style="list-style-type: none">• Free employees from informal communications and noise and allow them to focus on their current responsibilities (e.g. curtail rumors and speculation and focus on “what does this mean to me” issues).
To Promote Understanding	<ul style="list-style-type: none">• Provide front-line resources to assist people in dealing with uncertainty and ambiguity as Project OneSource progresses through implementation.
To Advocate Positive Change	<ul style="list-style-type: none">• Enable face-to-face and informal communications that are required to influence and change behaviors and attitudes.
To Explain, “What’s in it for me?”	<ul style="list-style-type: none">• Tailor communications language, messages and methods to employees whose jobs are changing.

Change Readiness

Change Champion Roles

- **Change Champions** are the key liaison between the OneSource Project Team and the end-user Stakeholders
- **Change Champions** provide input to, and validation of, the stakeholder assessment
- **Change Champions** facilitate local organizational / departmental communication activities and provide insight into local organizational / departmental job impacts
- **Change Champions** monitor status of local change management and communication activities.
- **Change Champions** evaluate and help address resistance in their areas.

Change Champions

Positive outlook

Financials

Respected in their workplace

HR

Good communicators

IT

Interested in the Project's Success

Grants

Q&A

Change Management
Feedback

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OneSource

The University of Georgia's project to launch a new finance and human resources administration system that's integrated, efficient, modern and supports a data-driven environment

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