

CHANGE MANAGEMENT	
KEY ELEMENTS	SUGGESTED PERFORMANCE INDICATORS
<p><i>The agency has a change management system in which leaders:</i></p> <ul style="list-style-type: none"> • Provide adequate resources to support the change • Take visible actions to support new ways of working • Understand there is a need for a change process and facilitate the change management process by monitoring and addressing problems in the transition process • Hold people accountable for performance results and meeting their commitments to the change process • Focus on performance and progress against change milestones. 	<p><u>Effectiveness Indicators</u></p> <ul style="list-style-type: none"> • Annual performance plans, budgets, and performance reports document plans for and progress toward change goals. • Individual performance plans rate leaders and managers on their implementation of change initiatives. • Newsletters, intranet, and other agency media show efforts to share a vision for change. • The agency has a strategy and plan for communication of change. • The Federal Human Capital Survey (FHCS) and/or other climate surveys are conducted and analyzed and relevant results lead to change in strategy.