



# Change Management

Do you have what it takes to *succeed*?

**Three areas you need to get right for effective change management**

It's no secret that in a continually evolving world, effective change management is more vital than ever. With new approaches and best practices being developed regularly, it is important for organizations to reassess their approach to change management across three key areas: priorities, teams, and tools.

## AREA NO.1

# The Right Priorities

Determining the right priorities is arguably the most important step in change management. After all, without a clear vision and a defined roadmap, it is all too easy to waste time and resources on fruitless endeavors. Once the priorities have been established, it is vital that leadership reinforce those priorities clearly, even as they work with team members on a plan to accomplish defined goals.

## PRIORITY CHALLENGES

One challenge that often arises when establishing change management priorities is ensuring that they [align with the overarching goals](#) of the organization. Teams lose sight of goals when sidetracked by issues that are urgent or pressing in the moment but are not necessarily important in the long run. Competing priorities can also be an issue, making it challenging to solidify which changes should take precedence over others. Lastly, removing obstacles in the path of change is critical to keep momentum going.

## HOW MENDIX CUSTOMERS SOLVED THIS CHALLENGE

Read more about [Garanti BBVA](#) and how they used low-code to achieve three key goals they delivered across three phases, as well as how they generated engagement and excitement amongst team members to see those goals accomplished.

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## AREA NO.2

# The Right Team

While having team members who are both highly motivated and adept at overcoming resistance to change is valuable, to be successful at change management today requires a collaborative decision-making effort between both leadership and team members. Engaging in communication, feedback and planning across functions leads to increased buy-in and engagement, organization-wide. [According to Gartner, "Open-source principles can increase change success from 34% to 58%." \(1\)](#)

## TEAM CHALLENGES

Teams can face a number of challenges when carrying out change management priorities, chief among them including resistance to change, inadequate communication, and unclear goals or plans. Because adapting to change is so important, making it difficult to do so can lead to decreased productivity and morale. One way to help counteract a potential decreased in morale is including short-term wins into your overarching strategy.

## HOW MENDIX CUSTOMERS SOLVED THIS CHALLENGE

Read more about [Sunray's](#) executive team, who embraced change when team member Adrian Lim came to them with a proposal that would enhance accessing and sharing data.

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## AREA NO.3

# The Right Tools

Central to achieving the change management goals laid out by organizational leadership are tools. In some instances these are the tools required by the team to help achieve the goals, and in other cases the tools to be built are the goal itself. Either way, this is a perfect place to [define an app portfolio roadmap](#) that will further your change management initiatives.

## TOOL CHALLENGES

The biggest challenge at the start is balancing the need for a quicker app build that will provide real business value to the organization while generating momentum against more complex, long-term app development needs. Some organizations choose to go with a less complex, faster app build at the beginning, using that tangible success to gain trust for longer builds. This is a good choice for organizations in particular where change management is struggling to gain traction or the team culture is more risk averse.

## HOW MENDIX CUSTOMERS SOLVED THIS CHALLENGE

Read more about how the [City of Rotterdam's](#) initial choices in their app builds helped build support across their wider team and pave the way for them to go on to build more than 100 applications in less than four years.

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## NEXT STEPS

## Sustaining change

Once you've managed to successfully change, there are still a few ways to ensure that the changes stick, the first of which is continuing to reinforce the "Why?"

Digital changes can happen quickly — usually more so than people themselves are often able to change. **Plan to continue reinforcing why the change was needed in the first place** both verbally and through ongoing skills training.

Alongside that, don't forget to celebrate the value gained. Celebrations mark important milestones and help to boost motivation while reducing friction and resistance to change.

Learn more about enabling change at every level, getting buy-in and budget approval, mitigating risk, and more in our webinar: [Manage Change Effectively: Digital Transformation Must-haves](#)

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## ENDNOTES

(1) GARTNER FOR HR: CHANGING CHANGE MANAGEMENT: AN OPEN-SOURCE APPROACH, MARCUS CHIU, HEATHER SALERNO, 2019.

