



## **CHANGE MANAGEMENT**

*Deliberate*, organized change management is an overlooked but critical leadership responsibility. Change management activities allow credit unions to implement their strategic plan and adjust themselves as new opportunities and challenges arise. Your change management environment consists of proper Staff placement and training, a communication and feedback system for Staff and the Board, planned/timed physical infrastructure changes and coordination with your strategic plan. My emphasis focuses on what matters the most – ensuring that Staff are able and willing to change.