

PUBLIC SECTOR ORGANIZATIONAL CHANGE MANAGEMENT (PSOCM®)

Phase I – Initiate the Organizational Assessment

- Step 1.0 **Problem Identification**
- Step 2.0 **Program Kick-Off**
 - 2.1 Initial Group Meeting
 - 2.2 Setting Ground Rules
 - 2.3 Employee Involvement
- Step. 3.0 **Data Collection/Assessment/Analysis**
 - 3.1 Existing Vision, Mission, Strategy
 - 3.2 Human Dynamic (internal buy-in)
 - 3.3 Document Review
 - 3.4 Performance Measures/Benchmarking
- Step 4.0 **Stakeholder Feedback**
 - 4.1 Surveys
 - 4.2 Focus Groups
 - 4.3 Structured Interviews

Phase II - Implement Organizational Change

- Step 5.0 **Preliminary Diagnosis**
- Step 6.0 **Planning Change/Designing Interventions**
- Step 7.0 **Implementing Change/Action**
 - 7.1 Mapping, Processes, Procedures, Practices
 - 7.2 Reengineering Process
- Step 8.0 **Restructuring Organization/Managing Change**
 - 8.1 Mixed Implementation
 - 8.2 Strategic Planning
- Step 9.0 **Institutionalize Change**
 - 9.1 Employee Training and Development
 - 9.2 Executive Leadership Coaching
 - 9.3 Cross Functional Training
 - 9.4 Customer Service Training
 - 9.5 Team Building
 - 9.6 Procedures Manual
 - 9.7 Establish Performance Measures/Expectations
 - 9.8 Performance Appraisal/Management
 - 9.9 Total Quality Management
 - 9.10 External Marketing

Phase III – Maintain Organizational Development

- Step 10.0 **Maintenance**
 - 10.1 Monitoring Performance/Perception
 - 10.2 Sustaining Change Program
 - 10.3 Continuous Improvement