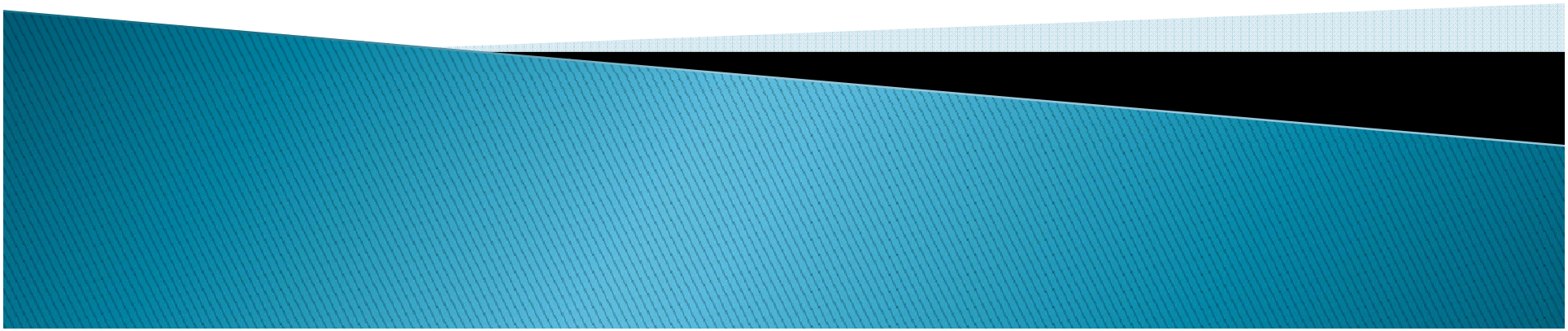
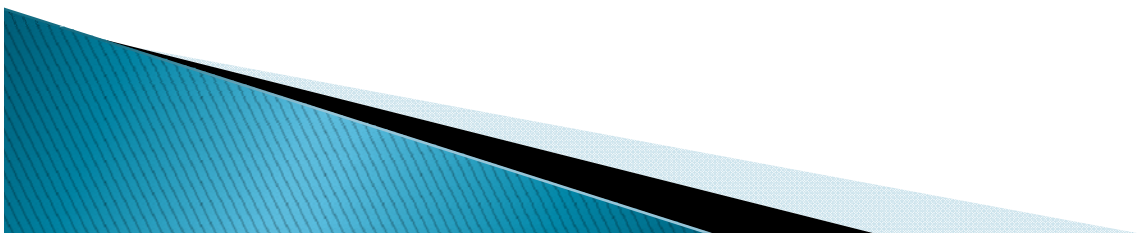
Causes for Change Resistance

- New goals and benefits not accepted
- Reasons for change not communicated
- Fear of the unknown
- Fear of failure
- Comfort with current situation
- Purpose for change not clear or relevant



The Four P's

- Purpose
- Plan
- Picture
- Part to Play

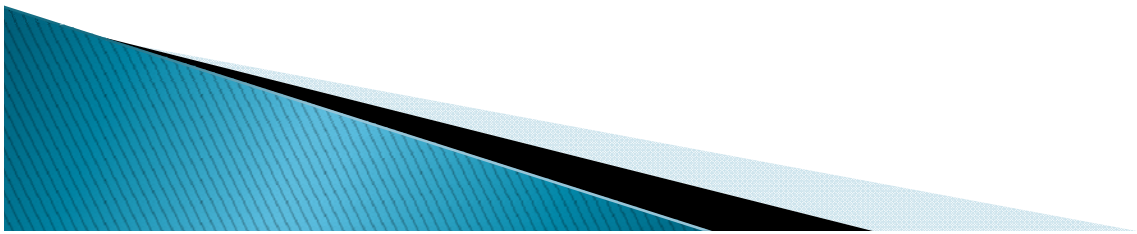


FBMS *Purpose*

- To modernize and integrate …one consolidated system.

- Ask your team to identify benefits to a consolidated financial system.

"*What will be better once our financial system is integrated?*"



FBMS *Plan*

- Explain how and when the change will take place.
  - *"In July of this year, the Service will begin to prepare for what is known as the Blackout period; the time from the FFS fiscal year 2011 close on September 23, 2011 until FBMS goes live on November 7, 2011. During this period we will limit the number of transactions that can be processed in FFS and other systems; however work will still continue throughout the Service."*
- You cannot over communicate when it comes to change!

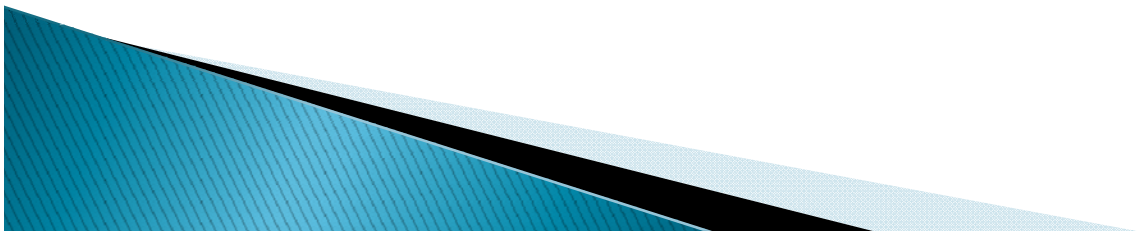
FBMS *Picture*

- Share what the change will it look like *once implemented*.
  - *"Our agency will be accountable to the public. We will be able to accurately demonstrate how we are spending our budgets and tracking our assets. FBMS will help us in meeting this goal."*
- Help your team link the future picture with their work.

FBMS *Part to Play*

- Ask your team to step up to the change.
- You may frame this call for support as a question:
  - *"What do you think all of you can do to support the implementation of the FBMS?"*

FBMS *Part to Play*

If needed, you can prompt your team to:

- Be an FBMS Early Adopter
- Provide effective feedback so that we can all support making the system better.