# Reactions to Change Action Plan

Use the template to capture your agreed actions, focusing on one specific change aspect per page. Document the actions that are required, who needs to be involved, and timescales, to help team members to feel more positive and comfortable with each aspect of the change.

Aspect of the change:

What are the team's general feelings about this aspect of the change?

- Negative emotions:

- Neutral emotions:

- Positive emotions:

What actions would help team members feel more positively about this aspect of the change?

Who is going to take the lead on implementing each action?

When will each action be implemented?

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# Reactions to Change Action Plan - Worked Example

Below is a worked example of an action plan based on the implementation of a new Customer Management System.

**Aspect of the change:**

Learning how to use the new customer management software

**What are the team's general feelings about this aspect of the change?**

- **Negative emotions:**
  frustration at having to learn another new system, concern about productivity when learning to use it, anxiety about customer reactions if mistakes are made.

- **Neutral emotions:**
  confusion about available training and support, apathy about whether this system is better than the current one.

- **Positive emotions:**
  excitement about potential benefits the system's AI tool could bring, optimism that team members will now be able to run their own client reports.

**What actions would help team members feel more positively about this aspect of the change?**

1. Provide hands-on training sessions in small groups.
2. Designate system champions to offer peer support.
3. Create user guides for commonly used features and functions.
4. Set up a practice environment for team members to upskill without using live customer data.

**Who is going to take the lead on implementing each action?**

1. Neha to liaise with L&D team to organize and deliver training.
2. Pilot users (Sia and Kam) to become system champions.
3. Kirsten to liaise with IT team (with input from pilot users) to create user guides.
4. IT department to set up practice environment.

**When will each action be implemented?**

1. Training sessions to start by week 2.
2. Systems champions to be available from week 1.
3. User guide work to start in week 1 and complete by week 3.
4. Practice environment to be available from week 1.