Google Workspace

Change Management Methodology

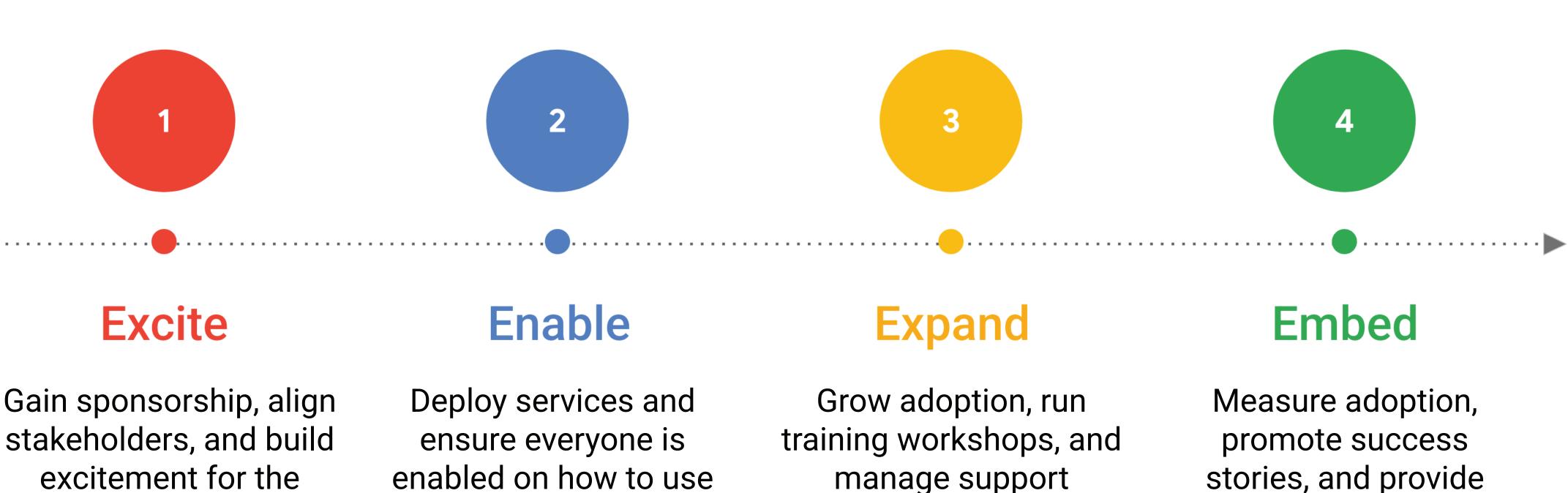
The journey to long-term success with Google Workspace

Managing change isn't easy, but it's often necessary to improve and evolve - both as individuals and as organizations.

To help address the challenges around change management, here are the best practices outlined in Google Workspace's change management methodology, plus a checklist for effective change and long-term success.

The change journey

The change journey to long-term success is broken down into four primary phases:



change

the new platform

operations

self-help resources

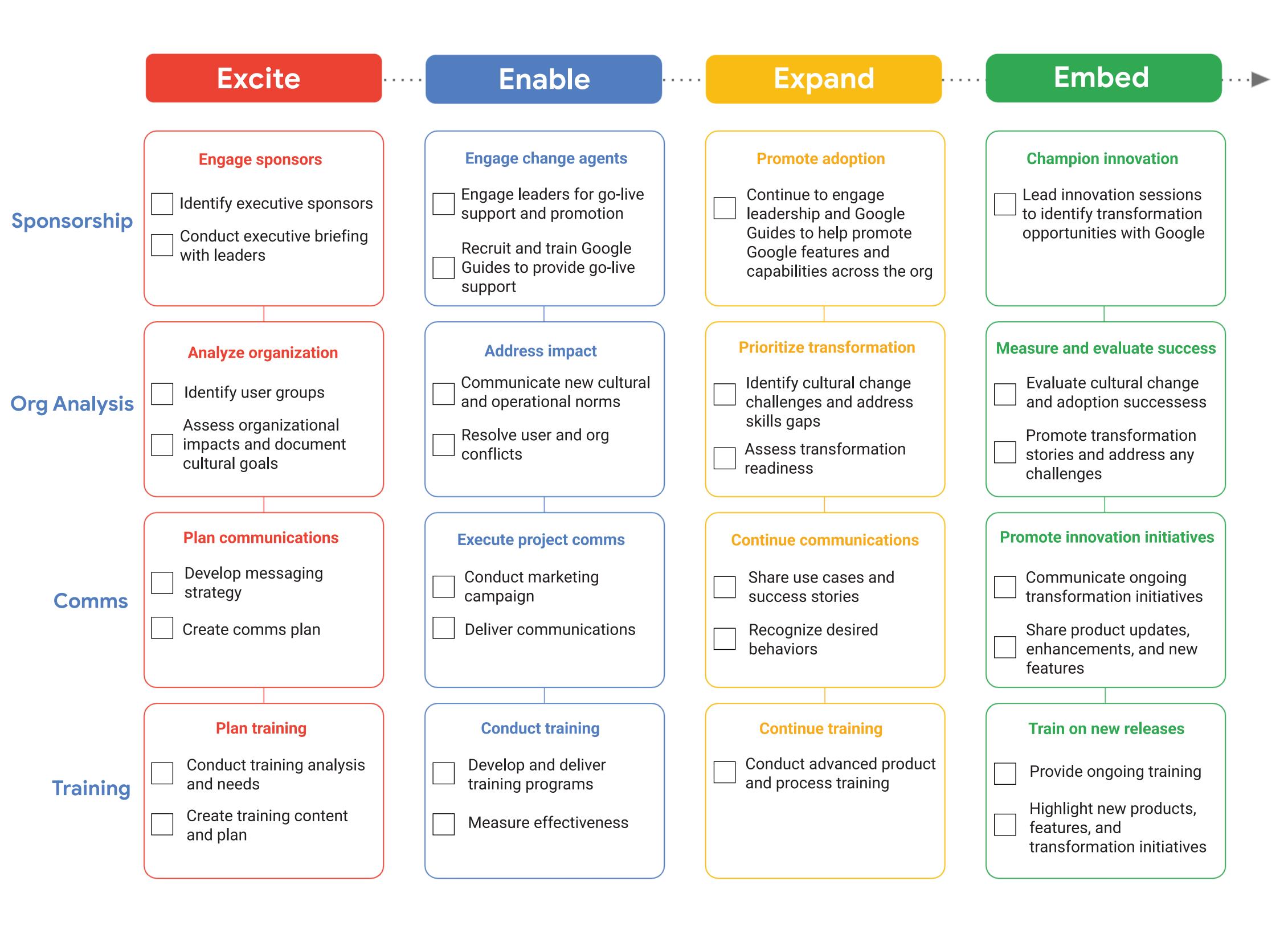
Key work streams for managing change

There are four key work streams that help your organization gain knowledge of the change, build proficiency with new technology, and commit to using it to improve the way they work.

| Sponsorship | Engage leadership and identify key sponsors to support the change and influence your end users |
|----------------------------|--|
| | |
| Organizational Analysis | Understand the impact of the change on your end users and illustrate how this change is a positive transformation to the way your users work |
| | |
| Communication | Ensure your users understand the benefits and vision of the change through a multi-channel communication plan |
| | |
| Training | Give your users the skills they need to be successful with customized training delivered via methods most accessible to your users |
| | |

Change management checklist

Putting it all together, the below diagram shows the different activities and communications that are essential at each phase in the change journey and within each work stream.



The user experience

Based on the change management checklist above, imagine your user journey. Do you have an answer to the questions below? If not, consider what you still need to do to ensure your users are supported and prepared for long-term success.

Live

How will you recognize and share successes?

How will you provide ongoing support?

How do you continue to build adoption and handle roadblocks?

Change Announcement

How will users learn about the change?

How will they get questions answered?

How will managers be empowered to support the change?

Early adopters

How will Google Guides be trained as early adopters to support users during go-live?

How can Google Guides be used to help prepare your org for the impending change? Global go-live

What are you doing to support go-live and make it fun?

What are you doing to support your user groups?

How will you address issues? Measure success?

Google Workspace

Loved by billions, including tomorrow's workforce, Google Workspace gives your employees the best way to connect, create, and collaborate.

Learn more at workspace.google.com

Ask questions, find answers, and engage with a global community of peers, Googlers, and product experts at goo.gle/google-workspace-community

How will you address resistance? How will sponsors be selected?

announcement

Post-

How will you

change?

continue to build

support for the