











Change Impact Canvas

Yesterday-Tomorrow

Adoption Challenge	
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Group	
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Yesterday (before the change)	Aspect	Tomorrow (after the change)	Degree of Impact (0-5)
	 Processes		
	 Systems		
	 Tools		
	 Job Roles		
	 Critical Behaviors		
	 Mindset/ Attitudes/ Beliefs		
	 Reporting Structure		
	 Performance Reviews		
	 Compensation		
	 Location		

10 Aspects of Change Impact



Describes the way a person or group may be impacted by change.
Can be used to define what is changing for a person or group and assess the degree of impact.

Processes

The actions or steps taken to achieve a defined end or outcome.
Example: steps in the client engagement process and actions taken to capture data in a cloud-based CRM system.

Systems

A combination of people and automated applications organized to meet a set of objectives.
Example: the introduction of a new cloud-based CRM solution to manage and analyze client interactions and data throughout the customer lifecycle.

Tools

An item or implement used for a specific purpose; can be a physical object such as a mechanical tool or a technical object such as a web authoring tool or software program.
Example: a conversion tool to move data from one CRM solution to another one mapping data as needed.

Job Roles

A description of what a person does including competencies essential to performing well in that job capacity.
Example: the client services role responsible for engaging directly with clients.

Critical Behaviors

Vital or essential response of an individual or group to an action, environment, person or stimulus.
Example: the actions of a client services associate based on client needs expressed including engagement with other team members to collaborate on solutions.

Mindset/Attitudes/Beliefs

A mental inclination, disposition or frame of mind reflected in behaviors.
Example: the transition from a transactional mode of financial services engagement to one built on relationships with the mindset of improving client retention and advocacy.

Reporting Structure

The authority relationships in a company or organization; who reports to whom.
Example: the move from regional sales teams to a global client services team with a different executive leader.

Performance Reviews

The process and indicators of how performance is measured and assessed relative to objectives.
Example: the introduction of specific client retention and advocacy objectives for client services associates.

Compensation

The amount of the monetary and non-monetary pay provided in return for work performed.
Example: the commission structure and bonus plan for client services associates.

Location

A physical geographical place that provides facilities for a stated purpose.
Example: the consolidation of all client services associates to one floor of the building instead of three separate locations by region.