

Top 10 attributes of a great Change Champion ...



1. **Knowledgeable:** Know about the business and stakeholders they are representing. Know about the program and how its outcomes will impact on that group.
2. **Influential:** Colleagues respect them and are influenced by their views and actions.
3. **Think and talk positively:** Remain appropriately optimistic and transfer this optimism to those around them.
4. **Collaborative:** Work effectively with colleagues from across the organisation to get the best outcome for the organisation.
5. **Hands-on:** Take responsibility for actions. Proactively identify opportunities and solve challenges.
6. **Good communicators:** A good listener. Accurately identify the information needs of colleagues and ensure they are met. Tailor content and delivery of messages appropriately for different audiences. Keep all communications channels open.
7. **Flexible:** Remain objective and constantly look for ways to improve outcomes for the program and their colleagues. Adapt plans, activities and behaviours to meet the changing needs of the business and the program.
8. **Handle uncertainty:** Work effectively and remain focused during periods of ambiguity. Enable others to work effectively with the uncertainty
9. **Committed:** Visibly demonstrate commitment to the program and the people impacted by the changes. Feel responsible for leading others through the change process and go out of their way to ensure its success.
10. **Supportive:** Support colleagues from awareness, through understanding and acceptance of the change through to a level of comfort and confidence. .

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