

# Change Management in 3D – Digitisation – What to do!

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## Records Solutions

Helping Manage Information Effectively

# Who is Digitising Right Now?

- What was your driver?
  - Available space
  - Process improvement
  - Compliance
  - Less paper
- How is it working?
- If you are not digitising, why?
  - Cost
  - Lack of support
  - Staff still like paper

From This



To This



# Lets talk about change...

- What change do you remember that was difficult or annoying?
- Enforced Change
  - Examples:
    - Word Perfect to Word (organisational decision)
    - Change of Government (enforced with a say)
    - Change to speed limits (enforced with a speed limit)
- Optional Change
  - Examples:
    - Purchase of pay TV
    - Analogue phone to smart phone

# Lets talk about change...

## **Quick Tip**

Enforced change works quicker than optional change...

But what about the headache?



Lets be empathetic and remember how  
change feels

**I need 4 volunteers!**

(I promise you will not be required to do anything that makes you look stupid...)



# Enforced Change

- No justification
- No consultation
- No alternatives
- Just do it!

How do you feel?

# Enforced Change – With Consultation...

Due to excessive deaths with knives in the last few years, a new law was voted on and introduced within Australia.

No person can carry or use a knife in their right hand.

With modern technology a chip has been placed into each persons right hand which sets off an alarm when a knife is held.

- Consultation
- Difficult but there is a reason

## How do you feel?

# Change issues associated with Digitisation?

- Management support
- Process change
- Time required to implement
- And more



Now that we are Empathetic how do we tackle the change issues?

# How do we tackle the change issues?

- Be clear and communicate benefits, staff want to do it or least try
- Staff must feel like they have been consulted
- Management support is crucial to assist with the enforced change aspect
- Adopt a plan and stick with it (deployment timings, training, communications, etc.)

# How do we tackle the change issues?

- You must address the procedural/process changes. There will be hidden processes or a domino effect.
- Don't forget the impact on records staff
- You must be approachable, empathetic and open to variances. Remember people buy people.

# Importance of Change...

Making people feel like they have contributed to a decision encourages and supports change.

Best Solution: Enforced change with consultation...