



Human Resources Leadership Guide

Organization Success

From
Information to
Understanding
and Action

Managing Change CareWise™ Organization

Changing The Rules

Implementing change in an organization is one of the key responsibilities of most managers... and most have experienced a change process in some form as organizations restructure!

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process is not about traditional restructuring – it is about cultural, attitudinal, policy and process change.

It's personal for individuals and groups within the organization. For organizations and employee-caregivers, the rewards are exceptional... engaged and positive employees, productivity improvements, reduced employee turnover and retention of valued employees... plus other triple bottom line impacts.



Going Carewise™ - Managing Change And Transition

It's A Personal Journey For Employee-Caregivers

Organizations Change...

CareWise suggests that the decision to evolve towards a CareWise™ organization means changes in the way your organization does some things.

By evolving to a CareWise™ organization, these changes may include: Implementing CareWise™ policies; introducing targeted and valued employee benefits; evolving your organization's culture (the way you think, act, and implement...)

CareWise™ transition for your Employee-Caregivers (and your employees generally).

These crucially create the circumstances for Employee-Caregiver engagement... with win-win outcomes for the organization and its employees.

Taking Action – Before You Start!

For more information on making the CareWise™ journey, CareWise Solutions suggests that you check out the following CareWise Solutions Papers and Action Sheets before you go any further down this road!

- Paper 3: What Does it Mean to be a CareWise™ Organization?

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These include roadmaps that you can use or adapt as begin your journey.

You may also refer to the following Papers... and maybe provide them for your employees...

- Paper 1: Caregivers, Caregiving and Employment: What Is the Big Picture?
- Paper 2: Caregivers and Employment: The Challenges

We also recommend William Bridges' work at <https://wmbridges.com/>.

Bridges is one of the world's foremost experts on understanding and implementing organization change and personal transition.

He suggests that while change is an external process, relating to situations, transition is an internal process, relating to the individual.

Getting Underway - The Lifeworkx Carewise™ Change Challenge Checklist

Evolving to a CareWise™ organization is a challenge... just like any other type of organization change we use its information and understanding of the CareWise™ evolution process to provide you with its "considerations" for action.

Because this is not a traditional organization change process the following CareWise™ change management considerations are presented as CareWise Solutions' s version of "best practice" for the CareWise™ journey.

CareWise Solutions expects these to

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CAREWISE™ CONSIDERATIONS	KEY QUESTIONS FOR SUCCESSFUL CAREWISE™ CHANGE AND TRANSITION
1. Why do it? Why become a CareWise™ organization?	<ul style="list-style-type: none">■ Have you:<ul style="list-style-type: none">○ Listed the facts supporting your CareWise™ evolution – for the organization, Employee-Caregivers and all employees (See What Does it Mean to be a CareWise™ Organization? and What are the Big Challenges for a CareWise™ Organization?)○ Considered why the CareWise™ transition important for your organization?○ Identified the short and long-term benefits (and challenges) of being CareWise™ - for employee and the organization?○ Considered the changes that may be needed to your company culture and how to address them (See: Evolving a CareWise™ Culture)○ Considered how you will make sure that the message is clear - and easily understood○ Produced your Roadmap for change? (See: Building The CareWise™ Organization and Creating Engagement in a

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CAREWISE™ CONSIDERATIONS	KEY QUESTIONS FOR SUCCESSFUL CAREWISE™CHANGE AND TRANSITION
3. What communication and employee involvement processes work for you?	<ul style="list-style-type: none">■ Have you:<ul style="list-style-type: none">○ Considered how and when you will communicate with all employees throughout the process?○ Planned to use a combination of written, discussions with large and small groups, email, internal social media, one-to-one discussions with managers and colleagues○ Planned to involve employees at all stages of the process○ Planned to communicate often, and with full disclosure where possible?
4. Who is responsible for introducing the CareWise™ process?	<ul style="list-style-type: none">■ Have the process a <i>sponsor</i> who:<ul style="list-style-type: none">○ Owns and champions the CareWise™ transition? (Preferably the CEO or the COO or the owner).○ Demonstrates public commitment to making it happen?○ Will provide the resources to sustain it?

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CAREWISE™ CONSIDERATIONS	KEY QUESTIONS FOR SUCCESSFUL CAREWISE™CHANGE AND TRANSITION
<p>7. How do you make sure the CareWise™ changes are embedded in your organization?</p>	<ul style="list-style-type: none"> ■ Do the sponsor and leader of the change... <ul style="list-style-type: none"> ○ Understand how to sustain the changes e.g. through modified HR systems such as changed policies, targeted benefits, improved staffing, recruitment, and retention processes, relevant training, meaningful rewards and ongoing communication? ○ Recognise the technology investment required to implement the change? ○ Have access to financial resources to sustain the change?
<p>8. How will you monitor and demonstrate progress (How will it be measured?)</p>	<ul style="list-style-type: none"> ■ Have the process a <i>sponsor</i> who: <ul style="list-style-type: none"> ○ Developed the monitoring and reporting processes structured up-front (not as add-ons?) ○ Developed a means of measuring the success of the CareWise™ evolution? ○ Developed a plan to monitor the ongoing progress on

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What Can You Do To Support Employees Through A Successful Transition?

We prefer the Bridges approach to supporting your employees to emotionally and behaviorally engage with the change process.

(William Bridges, <https://wmbridges.com/>)

He suggests that successful transitions:

1. Start with an ending
2. Pass through a neutral zone
3. Before moving to a new beginning.

The Neutral Zone

In the neutral zone, the old sense of identity is giving way as the new culture and ways emerge. While the new ways are developing employees may experience lingering confusion and anxiety.

Remember that Employee-Caregivers are not accustomed to expressing their Caregiver concerns at work for fear of negative consequences - in many organizations. Trust needs to develop! This process will take you there!

This stage opens up opportunities for individuals to "try out" the new organization by experimenting with

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- Addressing meaningful and useful employee benefits (See: Getting Employee-Caregiver Benefits Right and Action Sheet: Beyond ROI: Linking Employee-Caregiver Benefits to Employee Outcomes)
- Addressing employee engagement to pull it all together. (See: Creating Engagement in a CareWise™ Organization)

The New Beginning

As a result of your actions and employee participation, a new purpose and a new sense of identity begins to develop.

The new beginning begins.

Treat this as the starting point for your communication and engagement with all employees.

Here Is A Starting Point

- Imagine addressing your staff to explain what you are planning!
 - Develop your roadmap for change. (See: Building The CareWise™ Organization)
 - Creating Engagement in a CareWise™ Organization)
- Write the talking points! Imagine explaining:
 - Why a CareWise™ organization is needed
 - What it looks like to you – from an employee, manager, customer, and business.

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It All Starts With Information

At CareWise Solutions we encourage you to do your homework so that your decisions are made on a foundation of facts, research and experience.

We recommend you also see our expanding range of Papers and Action Sheets, other resources together with our CareWise™ Course for Employers and Employee-Caregivers.

Remember that CareWise Solutions is your starting point when your issues relate to Employee-Caregivers, Caregiving and employment.

We can provide assistance as you begin your CareWise™ change process.

We are here if you choose to contact us to begin a discussion based on your circumstances.

Maybe we will see you again soon.

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