

CHANGE MANAGEMENT



First Nations
**FINANCIAL
MANAGEMENT
BOARD**



KEY LEARNING OBJECTIVES



How to put new policies, procedures, roles, and responsibilities in place

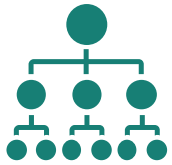


How to create buy-in and make change sustainable



**WHY DO
ORGANIZATIONS
CHANGE?**

WHY DO ORGANIZATIONS CHANGE?



Change is always happening around us. How will we adapt?



Seven generation thinking:
changing to meet the future
needs of the community



Continuous improvement, always
working towards a better future

CHANGE IS MOVING FROM A CURRENT STATE TO A FUTURE STATE



Current state: where we are now



Future state: where we want to go

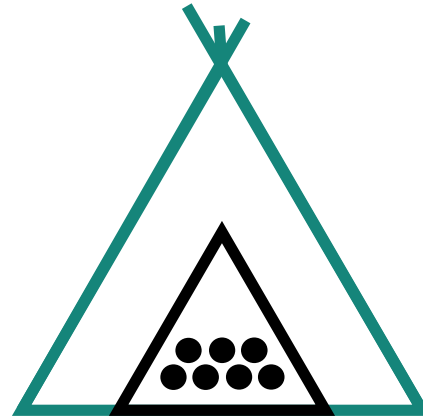


The change journey

THE FINANCIAL MANAGEMENT SYSTEM CHANGE JOURNEY

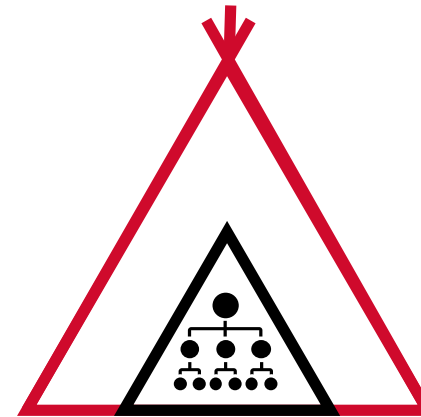
POLICIES AND PROCEDURES

Policy-based decisions and accountability to members



FINANCIAL MANAGEMENT

Managing finances through good practices



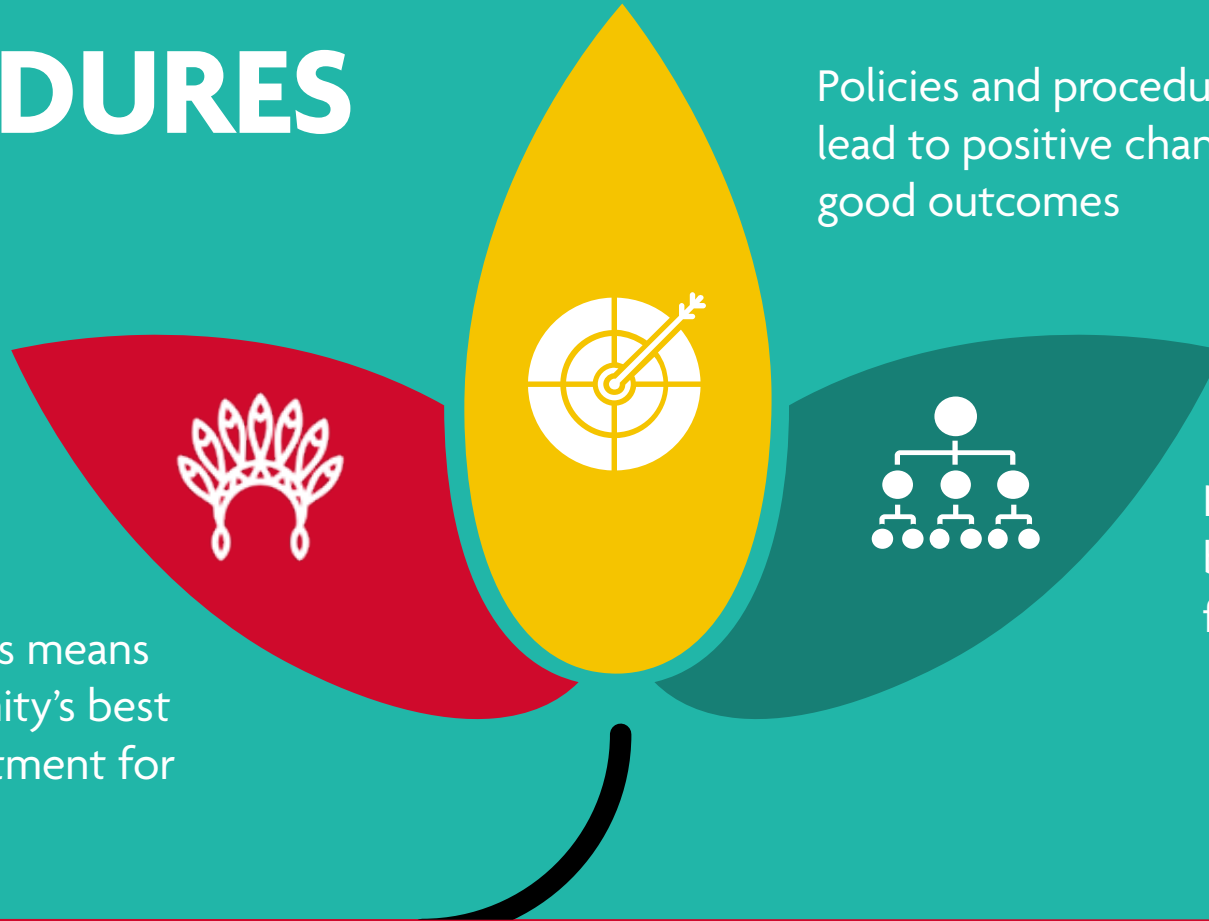
PLANNING AHEAD

Planning for the community's future goals



POSITIVE CHANGE: POLICIES AND PROCEDURES

Policy-based decisions means acting in the community's best interests and fair treatment for everyone



Policies and procedures can lead to positive change and good outcomes

New policies and procedures can be overwhelming and unsettling for the people that are affected

HOW WILL WE MANAGE ALL THIS CHANGE?

Finance

Governance

Human Resources

Information Management

MANAGING CHANGE

First Nation governments can use strategies to manage the change journey as they work towards FMS certification

A good strategy includes:

1. **Communicating the reasons for change**
2. **Planning the change**
3. **Implementing the change**
4. **Making the change sustainable**

**COMMUNICATING
THE REASONS FOR
CHANGE**



WHY IS IT IMPORTANT TO COMMUNICATE THE REASONS FOR CHANGE?



Who needs to know?



What is the best way to communicate the reasons?



When should people learn about the change?

How would you explain to your administration why the following changes could benefit your organization?

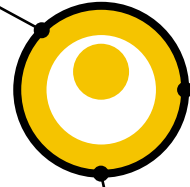
- **New printer/photocopier**
- **Switching from paper timesheets to thumb scanner**
- **Switching accounting software**
- **Weekly staff meetings**
- **New financial policies**

**PLANNING THE
CHANGE**

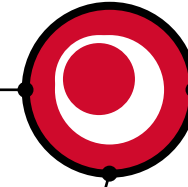
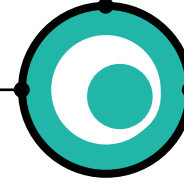
SHOULD THERE BE A TIMELINE TO SUPPORT THE CHANGE?



When will you schedule information or training sessions?



What is a realistic timeframe for implementing the change? What needs to happen along the way?



When will the change take affect? Who needs to know?



RESOURCES

What resources will you need for the changes to go well?

Examples could be:

Directions and procedures

Training

Personnel

Equipment



CHAMPIONS

Who will you identify to support the change?



Are there key people in your organization that you think would support the change?



Who benefits the most from these changes?



ROLES

Who will be involved in carrying out the changes?

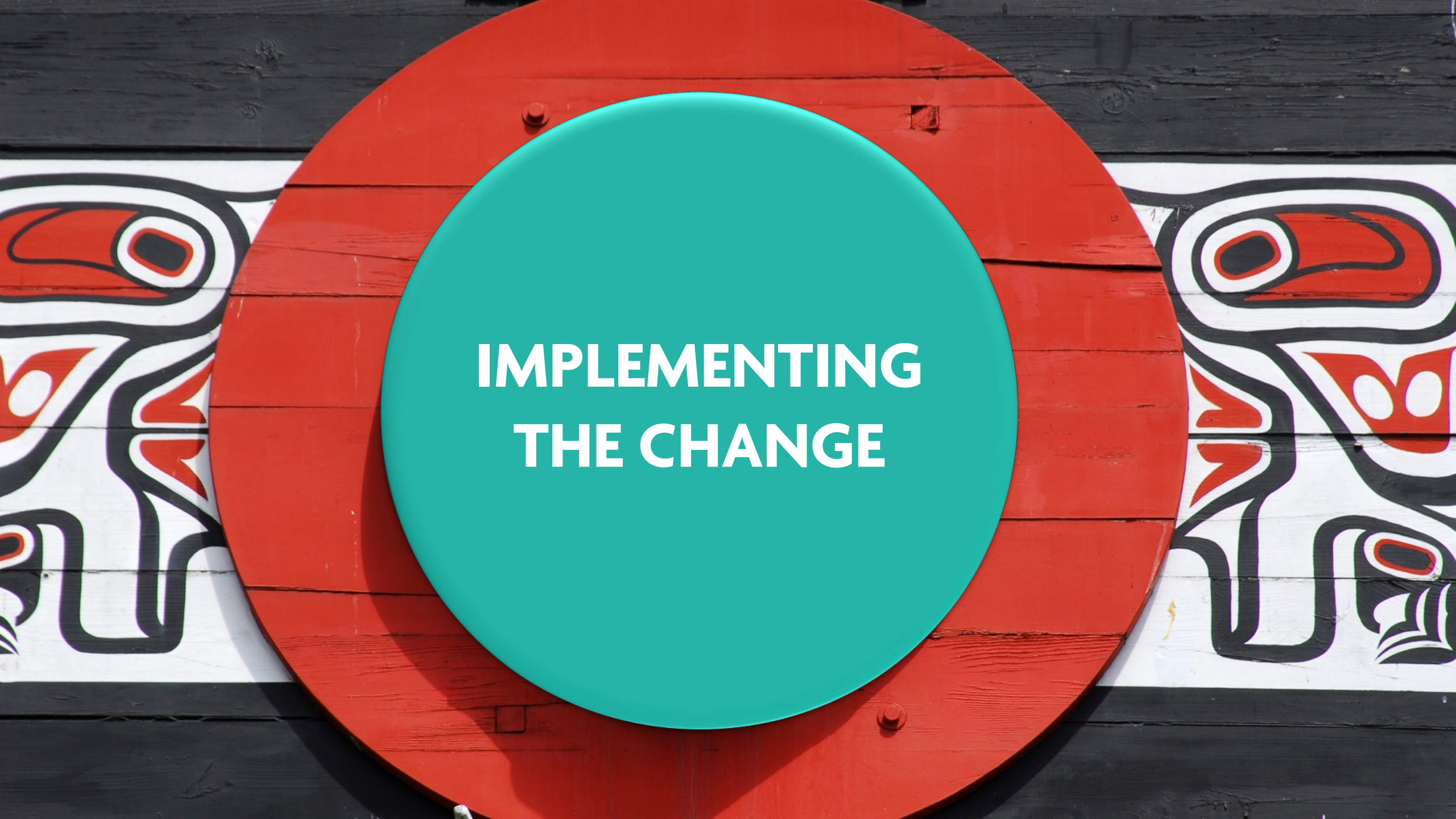


Directions and communication should come from a place of authority



Who in your organization will be impacted by the changes?

What would happen if you involved these people in planning the changes?



IMPLEMENTING THE CHANGE

COORDINATING THE CHANGES



ROLES AND RESPONSIBILITIES

Has everyone been assigned their new actions or tasks?

CLEAR PROCEDURES

Are the directions clear and does everyone have and understand them?

ACCOUNTABILITY

Are the leaders in your organization setting the tone at the top? Is there a mechanism in place to hold people accountable?

BARRIERS TO CHANGE



What are some possible barriers to change? How might they affect planned changes?



Change is unsettling. How can you deal with those who resist change? What might be some of their motives?



THERE WILL BE RESISTANCE

BE PREPARED

Expect it, understand it, and
manage it.

REASONS FOR RESISTANCE



DEALING WITH RESISTANCE TO CHANGE

COMMUNICATION

What are the benefits of this change?

INVOLVEMENT

Can you involve the resisters in designing the process?

Consider the motivations of resisters and how to meaningfully address their concerns.

Will they need:

- Training?
- More clarity?
- Other resources?



**MAKING CHANGE
SUSTAINABLE**

SUSTAINABLE CHANGE

People tend to revert back to what is comfortable for them.

How can you make sure the change lasts?



Assess the change



Reporting and measuring



Accountability



Schedule and directions



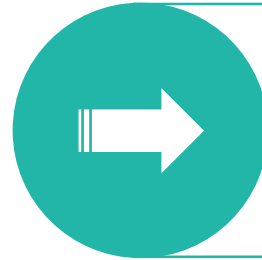
A large teepee stands on a dark, silhouetted hill against a dramatic sky filled with golden, glowing clouds. The teepee's structure is visible, with many long poles radiating from the top. The overall mood is one of resilience and enduring presence.

CHANGE REQUIRES TIME AND ENERGY

Even the best-laid plans sometimes fail or experience hiccups along the way. Successful change may mean coaching people to progress in the right direction.



KEYS TO SUCCESS



Good communication

Careful planning



Accountability for change

QUESTIONS?
Let's chat.

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