

Change Champion Roles & Responsibilities

Visible support for change project locally

- Shares personal experience and best practices locally to build support
- Delivers key project talking points and updates to their business group
- Welcomes and responds to inquiries related to project from their group

Progress Tracking & Management

- Validates expectations and and targets realted to their group
- Reports on their group's adoption progress

Issue Resolution and Risk Management

- Identifies local risks and issues and proposes solutions and mitigations

Communication Cascade

- Helps customize messages for their group, delivers messages, and helps manage local "rumour mill"
- Provides feedback on communication effectiveness

Change Champion Characteristics

1. Understand "how things are really done around here"
2. Influential in their department or local office
3. Good listeners
4. Understand local relationships and power dynamics
5. Open to new ways of doing things
6. Desire to improve how things are done
7. Solution (vs. problem) focused
8. Take accountability
9. Confident to be vocal when needed

Usual Time Commitments

- Initial onboarding meeting: 60 min
- Change Network meetings: 30 min/wk
- Local change activities, meetings: 30-60 min/wk