

**12 Questions to consider prior to change**

1. What are your objectives?
2. Who will you involve in the process?
3. What dates are crucial and what will happen on each date?
4. What communication methods will you use and when?
5. What problems do you anticipate?
6. How will you circumvent the difficulties?
7. What are the benefits of the change and what are the disadvantages?
8. How will you 'sell' both of these issues?
9. Who is your audience and how will you reach them?
10. What will you do if there is resistance to the changes?
11. How will you minimise resistance?
12. What are the key influencers that will ensure the project succeeds (or fails)?