Change Management Tools and Techniques

Managing Risk

Risk register
Risk Analysis*
P-I matrix

Selecting & Decision Making

ROI/NPV
Cost Benefit Analysis

Force Field Analysis

Decision Balance Sheet
Pros and Cons

Planning & Project Management*

Organization charts
RACI Matrix

PEST
SWOT

Stakeholder Analysis

Closure
Project Charter
Scope
SMART
PDCA

Improvement Roadmaps

Milestones WBS
Gantt Charts

DMAIC

Control Planning

Standard Work

Document control

Scorecard/Dashboards
Project KPIs
KPIs

Understanding Cause & Effect

Gap Analysis*
Impact analysis

Implementing Solutions***

Best Practices
Lessons learned

Understanding Performance**

Benchmarking***

Data collection planner*

Data Collection

Interviews

Questionnaires

Focus Groups

Observations

Group Creativity

Brainstorming

How-How Diagram***

Thinking hats

Mind Mapping*

Five Ws

Designing & Analyzing Processes

SIPOC*

Process Redesign

Value Stream Mapping**

Process Mapping
As-Is To-Be maps

Flowcharting