

Change management survey

This survey is about one change only: the one named at the top. Please leave your name off. Results are shared for whole teams, never for one person.

Change _____

Team _____

Date _____

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

STATEMENT	STRONGLY DISAGREE			STRONGLY AGREE	
1 I understand why we need to make this change.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
2 This change is the right fix for the problem.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
3 I will be able to do my job well after the change.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
4 Senior leaders are fully behind this change.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
5 My manager can answer my questions about the change.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
6 Overall, this change will be good for me.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
7 I know what this change means for my own job.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
8 People like me have a say in how it is rolled out.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
9 I have time in my week to learn the new way.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

10 How do you feel about this change right now?

☐ Ready ☐ Hopeful ☐ Unsure ☐ Worried ☐ Opposed

11 What is your biggest question or worry about this change?

12 What one thing would make this change work better for you?

Thank you. Your answers are anonymous.

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Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Before it starts: impact on your work

13 Which parts of your work will this change touch? (tick all that apply)

☐ Tools ☐ Tasks ☐ My team ☐ Location ☐ Hours ☐ Pay ☐ Not sure yet

14 How big is this change for your day-to-day work?

☐ Very small ☐ Small ☐ Medium ☐ Large ☐ Very large

15 How have past changes here usually gone?

☐ Very well ☐ Mostly well ☐ Mixed ☐ Mostly badly ☐ Very badly

16 What should the project team know about your work before the plan is final?

While it rolls out (every two to four weeks)

STATEMENT	STRONGLY DISAGREE		STRONGLY AGREE		
17 I know what happens next, and when.	1	2	3	4	5
18 Updates on this change are honest about problems.	1	2	3	4	5
19 Problems I raise about the change get answered.	1	2	3	4	5
20 Since the last check-in, how do you feel about the change?	☐ Much better ☐ A bit better ☐ The same ☐ A bit worse ☐ Much worse				

21 What is getting in the way right now?

Thank you. Your answers are anonymous.

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Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Change fatigue and workload

22 In the past 12 months, how many changes have affected your work?

☐ None ☐ 1 or 2 ☐ 3 or 4 ☐ 5 or more ☐ Not sure

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
23 Changes here are spaced out enough to settle in.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
24 When change adds work, some old work is dropped.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
25 Which project or change would you pause, if you could?					

After go-live: adoption and results

26 How much of your work do you now do the new way?

☐ All of it ☐ Most of it ☐ About half ☐ A little ☐ None yet

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
27 I can see the benefits this change promised.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
28 I would not want to go back to the old way.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
29 Looking back, this change was well managed.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
30 What lesson from this change should we keep for the next one?					

For people managers (managers answer)

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
31 I heard about the change before my team did.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
32 I can answer the questions my team will ask.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
33 I can free up time for my team to learn it.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

For people managers (managers answer) (continued)

34 What do you need from the project team to lead this well?

About you (optional)

35 Which best describes your role?

☐ Staff member ☐ Team lead ☐ Manager ☐ Senior leader ☐ Prefer not to say

36 How long have you been with the organization?

☐ Less than a year ☐ 1 to 2 years ☐ 3 to 5 years ☐ 6 years or more ☐ Prefer not to say

37 Which team, site or department are you in?

Thank you. Your answers are anonymous.

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