

Change Management Support Scope of Work Document Sample

1. Introduction

This Change Management Support Scope of Work (SOW) outlines the objectives, deliverables, responsibilities, and timeline for providing change management services to support the upcoming organizational transformation project.

2. Objectives

- Facilitate successful adoption of change across impacted teams and stakeholders.
- Minimize resistance and disruption throughout the transition phase.
- Enable long-term sustainability of new processes, systems, or organizational structures.

3. Scope of Services

1. Change Impact Assessment

- Conduct stakeholder analysis and change readiness assessments.
- Identify and document potential risks and barriers.

2. Communication Planning & Execution

- Develop change communication strategy and materials.
- Organize and facilitate stakeholder meetings and workshops.

3. Training & Knowledge Transfer

- Develop training plans tailored to impacted teams.
- Conduct training sessions and provide user support resources.

4. Support & Resistance Management

- Establish feedback channels for ongoing support.
- Monitor adoption and address issues as needed.

5. Reporting & Performance Tracking

- Prepare regular progress reports and final review documentation.

4. Deliverables

Deliverable	Description	Due Date
Change Impact Assessment Report	Summary of change impacts and readiness findings	Week 2
Communication Plan	Detailed stakeholder communication plan and materials	Week 3
Training Materials	Slides, documentation, and user guides for training session	Week 5
Progress Reports	Bi-weekly updates on progress and challenges	Ongoing
Final Review Report	Evaluation of outcomes and recommendations	Project end

5. Roles & Responsibilities

- **Client:** Provide access to relevant stakeholders and information.
- **Change Management Consultant:** Design and execute change management activities, provide advice, and prepare all stated deliverables.

6. Timeline

The estimated duration for the Change Management Support is 8 weeks, commencing from project kickoff.

7. Approval and Sign-off

This Scope of Work document becomes effective upon approval by the authorized representatives of both parties.

Name	Role	Signature	Date
	Client Representative		
	Consultant		