

PROFILE OF A CHANGE MANAGER



KNOWLEDGABLE

Understanding your university and its business processes are key in change management. A change manager should know how employees spend their time, how students navigate the enrollment process and what makes up administrative processes. This person should have experience or understanding of change management concepts.



COMMUNICATIVE

You need someone who is a good listener, humble and willing to consider other people's opinions. Additionally, a change manager should feel comfortable reinforcing and sustaining change throughout the university's community via solid verbal and written communication skills.



CREATIVE

Your candidate should be creative and able to come up with unique solutions that make ideas palatable to all colleges. Someone who can inspire others to think creatively and strategically can help when it comes to obtaining buy-in across campus.



INFLUENTIAL

Look for an individual with wide influence across campus; someone who people trust and respect. Your change manager will be actively engaged in the process of moving to the cloud, so selecting someone who stakeholders will listen to is vital. This person should be comfortable acting as a coach to senior leaders as well as unit administrators.



OPEN MINDED

A change manager should be able to look at the big picture and consider what's in the university's best interest. Having a broad view of processes across the university will help a change manager offer well-rounded insight.



EMPATHETIC

Change at universities is hard, so you'll want someone who is empathetic and actively listens to stakeholders' thoughts, concerns and ideas. People may wonder what's going to happen to them because of the implementation; a change manager should be able to address these concerns.