



What Makes a Good Change Leader?

Many characteristics combine to help make someone successful at leading a change team. But what exactly are those qualities?

In early 2006, NIATx decided to find out by developing and distributing a survey to participants in the Paths to Recovery and STAR initiatives. The survey listed 29 characteristics believed to be important for leading change. One hundred executive sponsors, change leaders, and change team members responded, using a five-point scale to identify the extent to which they believed a characteristic to be essential for a good change leader. The five-point scale was anchored at one end with “not important at all” and at the other with “critical for success.”

Survey results showed that five of the 29 characteristics listed rose to the surface as most critical for success. A great change leader is someone who:

- Challenges the status quo
- Produces results verifiable with data
- Is persistent
- Has respect within the organization
- Stays focused on team objectives

The NIATx Change Leader Academy (CLA) focuses on helping foster those qualities and skills through a dynamic and engaging two-day workshop. Led by NIATx process improvement experts and experienced change leaders, participants learn the basics of the NIATx process improvement model. With phone and e-mail support for six months following the workshop, novice change leaders work on leading a change project in their own organizations. Participants receive CEUs for attending the two-day workshop, and those who complete a change project earn certification as a NIATx Change Leader.

The next scheduled NIATx Change Leader Academy is taking place in Madison, Wisconsin, April 28-29, 2008. If you are interested in attending the Change Leader Academy or having our training team come to you to present the full CLA program, please call the NIATx office at (608) 265-0063 or e-mail info@niatx.net.

