Checklist to Assess Client's Readiness for Change

Before you and your client start your project for organizational change, you both should determine whether your client's organization is really ready for that change. This is a critical determination to make. Below are several questions to guide you and your client now. Next to each question, indicate whether you and/or your client believe your client's organization is really ready. The final determination is up to you and your client. If both of you conclude that the organization is not yet ready, use the considerations in the right-hand column to determine how your client might get ready and when you might be able to begin your project. This checklist will be useful to you whether you are an external or internal consultant.

Readiness Questions	Yes – Ready	Not Ready	Considerations If Not Ready
1. Does your client have sufficient funds budgeted for the project?			How can your client get funds in time to start a project soon?
2. Does your client have the time to participate in a major project for organizational change?			How can your client find the time to participate in a project like this?
3. Is your client open to other perspectives than theirs about the project?			How can your client become more open to other perspectives?
4. Is your client open to hearing specifically about what might be their own role in any issues found in the organization?			How can your client become more open to hearing about their own role?
5. Has your client had success using consultants before?			If difficulties were experienced, what were they? How can your project avoid those experiences?

Checklist to Assess Client Readiness for Change (Cont.)

Readiness Questions	Yes – Ready	Not Ready	Considerations If Not Ready
6. Were all important people in attendance at your initial meeting(s) with your client?			If there were important people missing, who were they? How will they get involved in the project?
7. Can you, the consultant, be assured access to necessary people and organizational activities for the project?			If not, how will you get access to those people?
8. Are all important people comfortable with the project?			If there are people who would be uncomfortable, what should be done?
9. Do you, the consultant, feel that your client is really ready for a project for major organizational change?			Are there any "red flags," or feelings of concern on your part? If there are, what are they? How can they be addressed?
10. Does your client feel that their organization is really ready for a project for major organizational change?			Are there any "red flags" or feelings of concern on their part? If there are, what are they? How can they be addressed?

If you have any checks in the "Not Ready" column for any of the 10 items, consider addressing the questions in the right-hand column for that item.

Considering creating an action plan based on the answers to questions in the right-hand column. Work with key individuals to execute that plan and, afterwards, conduct a reassessment about readiness to begin a project for change.