

Reading: Criteria Considerations for Evaluating the Future State

Change expert, Linda Ackerman Anderson, suggests evaluating possible design options against the following criteria:

- “Customer requirements and relationships.
- Purpose, mission, and strategy.
- Guiding principles and values (old or new?).
- Core competencies to be used.
- Issues surfaced in the assessment.
- Structural needs, including how to strengthen working relationships.
- Job requirements, tasks.
- Political implications.
- Cultural implications, values to model.
- Technological needs.
- Human resources development opportunities.
- Negative behavior patterns to avoid.”

Source: Linda S. Ackerman Anderson, *Change Process Guidebook: For Change Managers, Project Managers, and Consultants*, p. 158.