

Organizational Change Management: Shared Language Glossary

Purpose

This Organizational Change Management (OCM) shared language glossary helps you quickly understand key OCM terms so it's easier to follow conversations about change at work. Add additional glossary terms that are commonly used in your organization to continue to build a shared language.

Adoption: How well people are using the new system or process in their everyday work.

Benefits: The good things the change is meant to bring, like saving time or making work easier.

Change: A shift in how something works, like a new system, new steps, or a new policy.

Change Champion: An employee who helps share information, answer questions, and supports coworkers during the change.

Communication: Updates that explain what's changing, why it's happening, and what you need to do.

Executive / Executive Sponsor: A senior leader who champions the change and ensures it has the resources it needs. Can sometimes also be the project sponsor.

Feedback: Your questions, concerns, or suggestions that help the project team support you better.

Go Live: The date when the new system, process, or tool officially starts being used.

Impacts: What the change means for your daily work — what's new, what's the same, and what you may need to learn.

OCM Team: The people who help communicate, train, and support employees during a change. In some organizations this may be a formal OCM team; in others, it may be project managers, supervisors, or leaders who take on these responsibilities.

Organizational Change Management (OCM): A practice focused on helping people navigate workplace changes. It is intended to support employees as they learn about the change, get ready for it, and adapt to new expectations.

Pilot: A small group that tries the new system first so the team can fix issues before everyone uses it.

Project Team: The group building or implementing the new system, process, or tool.

Readiness: How ready people feel for the change — whether they understand it, feel comfortable, and have had training.

Resistance: A normal reaction when something changes — like feeling unsure, worried, or hesitant.

Sponsor / Sponsorship: A leader who supports the change, explains why it matters, and helps remove obstacles. Can sometimes also be the executive sponsor.

Stakeholders: Anyone affected by the change — including you, your team, supervisors, and leaders, and customers.

Super User: A trained employee who knows the new system well and can help others after Go Live.

Sustainment: The support you get after Go Live — such as a refresher training or help desk support — to make sure the change lasts.

Training: Any learning activity that helps you understand and use the new way of working.

Transition: The period when you're moving from the old way of doing things to the new way.