

Resolve Persistent Barriers

(ADKAR® Model Mastery Level 2)



In Prosci's Resolve Persistent Barriers program, you'll build on what you learned in the Practitioner or Certification Program about addressing resistance that threatens project success. Advance your skills for conducting and analyzing ADKAR Assessments, plus gain access to Prosci's ADKAR Body of Knowledge. And learn how to effectively resolve the root causes of persistent resistance to your change initiatives.

Prerequisite: Prosci Change Management Certification or Practitioner Program, plus ADKAR Model Mastery Level 1.

Why attend this program?

The ADKAR Assessment gives you a snapshot of ADKAR scores for individuals or groups to guide your change management planning activities. This one-day ADKAR Model Mastery Level 2 program that focuses on the ADKAR Assessment enables you to:

- Effectively conduct and analyze ADKAR Assessments to identify root causes of resistance to change initiatives
- Use your assessment results and data-driven research to address persistent resistance and improve project outcomes
- Develop the skills of senior leaders and people managers to help resolve resistance on current and future changes

Who is this course for?

The Resolve Persistent Barriers program is designed for both new and experienced practitioners wanting to skillfully conduct ADKAR Assessments, and effectively interpret and act on the results.

Learning objectives

Through the Resolve Persistent Barriers program, you will learn how to:

- **Apply the ADKAR Model to Resolve Barriers** – Reactively apply the ADKAR Model to address unavoidable resistance and resolve barriers to change.
- **Track ADKAR Outcomes** – Conduct ADKAR Assessments to monitor the progress of individual and group transitions required to achieve ADKAR outcomes.
- **Analyze ADKAR Assessments** – Identify the presence of persistent barrier points, and assess the associated risk to achieving ADKAR outcomes.
- **Resolve Persistent Barrier Points** – Promote mindsets to effectively anticipate resistance, and implement adaptive actions to resolve persistent barrier points.

Agenda

- Welcome and Connection
- Review ADKAR Model Mastery Level 1
- Track ADKAR Outcomes
- Conduct ADKAR Assessments
- Analyze ADKAR Assessment Results
- Extended Break
- Understand, Anticipate and Address Resistance
- Adapt Actions to Resolve Barriers to Change
- Roles to Resolve Barriers to Change
- Next Steps and Close

Tools and resources

Access to digital content, resources and tools, including:

- **Knowledge Hub** – A single point of access to content and resources to support your learning and application
- **Research Hub** – A single point of access to Prosci research, including core studies, topical studies and relevant data across a broad array of topics
- **Digital program workbook**