

How to Build Change Capability with eLearning

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How to Build Change Capability with eLearning

			
Tim Creasey <i>Chief Innovation Officer</i> Prosci	Susie Patterson <i>Product Manager, eLearning</i> Prosci	Laura McGann <i>Director of Talent and Org Development</i> Bose	Justin Hallock <i>Director of Change Management</i> University of Phoenix

Why Enterprise Change Management

Enterprise Change Management Capability:

is an essential enabler of **agility**

reduces **saturation** and its costs

supports **strategy** execution

creates **competitive** advantage

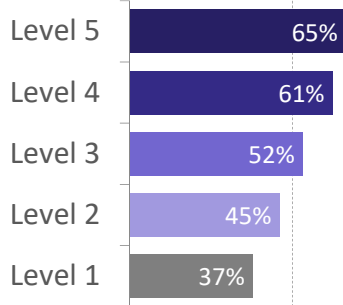
multiplies the benefits of CM

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Organizations with higher change management maturity have higher project success rates.

Project success rate by maturity level:



Source: Prosci Best Practices in Change Management, 2018 edition

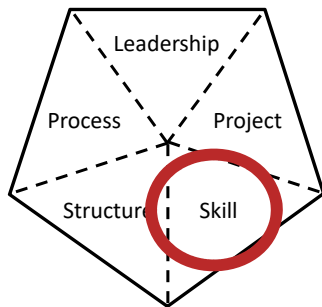
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Building Capability with a Holistic Strategy

Prosci® ECM Strategy Map



Leadership

e.g. Sponsor, Steering committee, Change mgmt reviews



Project

e.g. Pilots, Tiers, Departments, Regions, Triggers



Skill

e.g. Who needs to know what? Training, Coaching, Tools



Structure

e.g. Organizational footprint, CMO, networks, job roles



Process

e.g. Project launch, Performance management, Improvement

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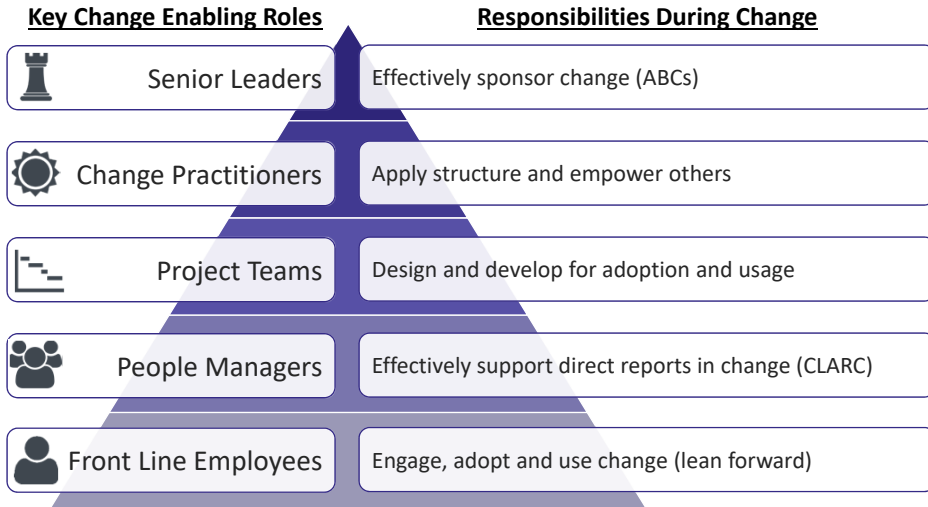
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Roles in Change Management

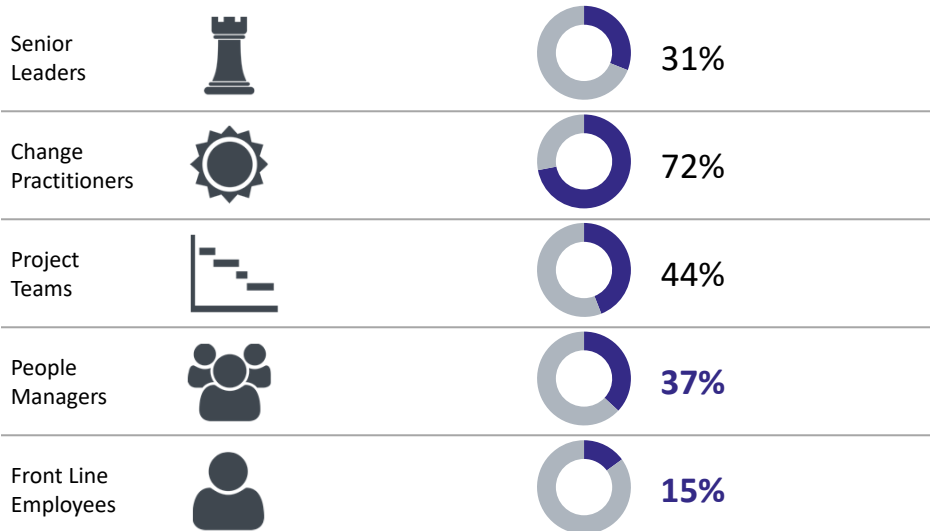


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Who Actually Gets Trained in Change Management?



Source: Prosci Best Practices in Change Management, 2018 edition

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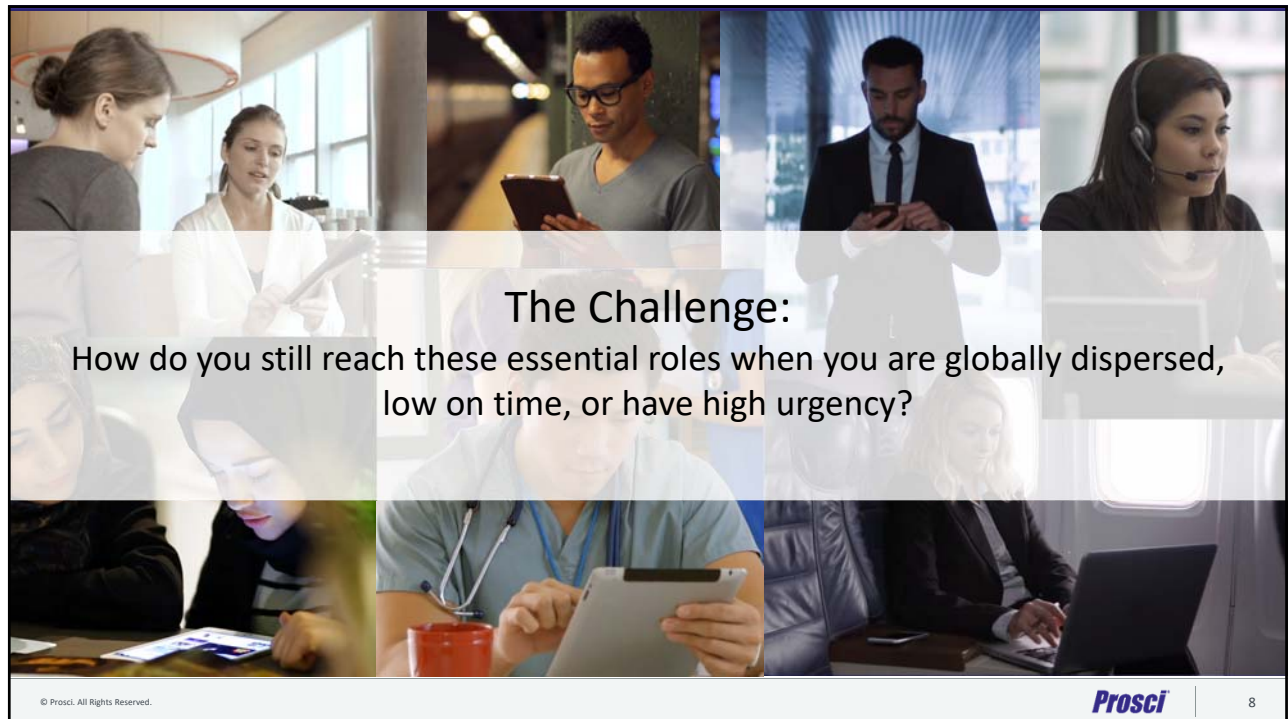
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Poll: Who have you provided CM training to?

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The Challenge:
How do you still reach these essential roles when you are globally dispersed, low on time, or have high urgency?

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Prosci's Suite of Introductory eLearning

Introduction to ADKAR

Any individual facing change.



Introduction to Change Management

Employees, leaders, project managers and teams.



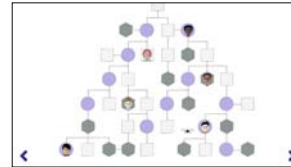
Introduction to Leading Change

Managers and supervisors who have direct reports.

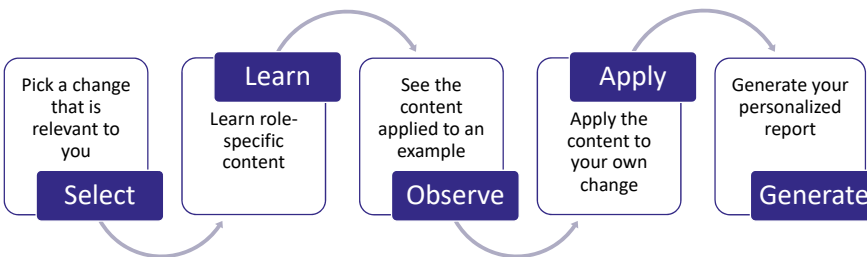


Thriving Through Change

Front-line employees impacted by change.



Creating A Virtual Experience



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Five Ways to Use eLearning to Build Capability



Support project results

Deploy eLearning to various people in relation to a specific project to create energy and clarity for the initiative.



Introduce common language

Use eLearning as a way to level set on ADKAR as the common language for change across the organization.



Engage managers

Engage managers – who are a top contributor to change success but often pressed for time – with role-specific content on leading through change.



Empower employees

Use eLearning to empower front-line employees with tools and frameworks to be proactively engaged in the change process, rather than passive recipients.



Drive change at scale

Scale change management learning across the globe with eLearning anytime, anywhere, and on any device.

Poll: Which of these five use cases is most pressing for you?

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Today's Panel



Susie Patterson
*Product Manager,
eLearning*

Prosci



Laura McGann
*Director of Talent and
Organization Development*

BOSE



Justin Hallock
*Director of Change
Management*

 **University of Phoenix**



Support project results



- Each module has participants select a change to apply their learning to
- Deploy eLearning in alignment with a specific project and have people work on the same change
- Create energy and clarity for the change
- Start conversations about the change with project teams, managers, and impacted employees

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Introduce common language



- All modules include an explanation of the ADKAR Model in context
- Use these modules to orient people around ADKAR as what change “is”
- Ensure 100% consistency in how the common language is established
- Have managers and employees go through eLearning so they can use the language together

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Engage managers



- Use eLearning to help managers understand their own change process and address their own barriers, so they’re ready to lead
- Help managers understand their role in times of change (CLARC) so they are prepared when the change team engages them
- Maximize your face-to-face time with managers by priming them with eLearning

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Empower employees



- Although employees are often the most affected by changes, they are the least trained in change management
- Use eLearning to engage employees and give them simple, easy-to-use processes for understanding change
- The modules prompt employees to create personal action plans so they are able to engage in the change more effectively

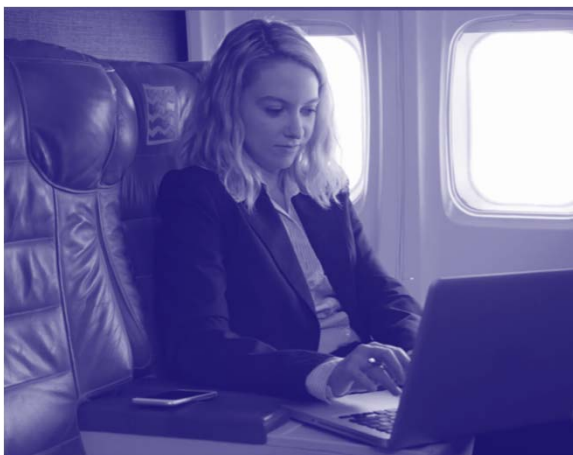
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Drive change at scale



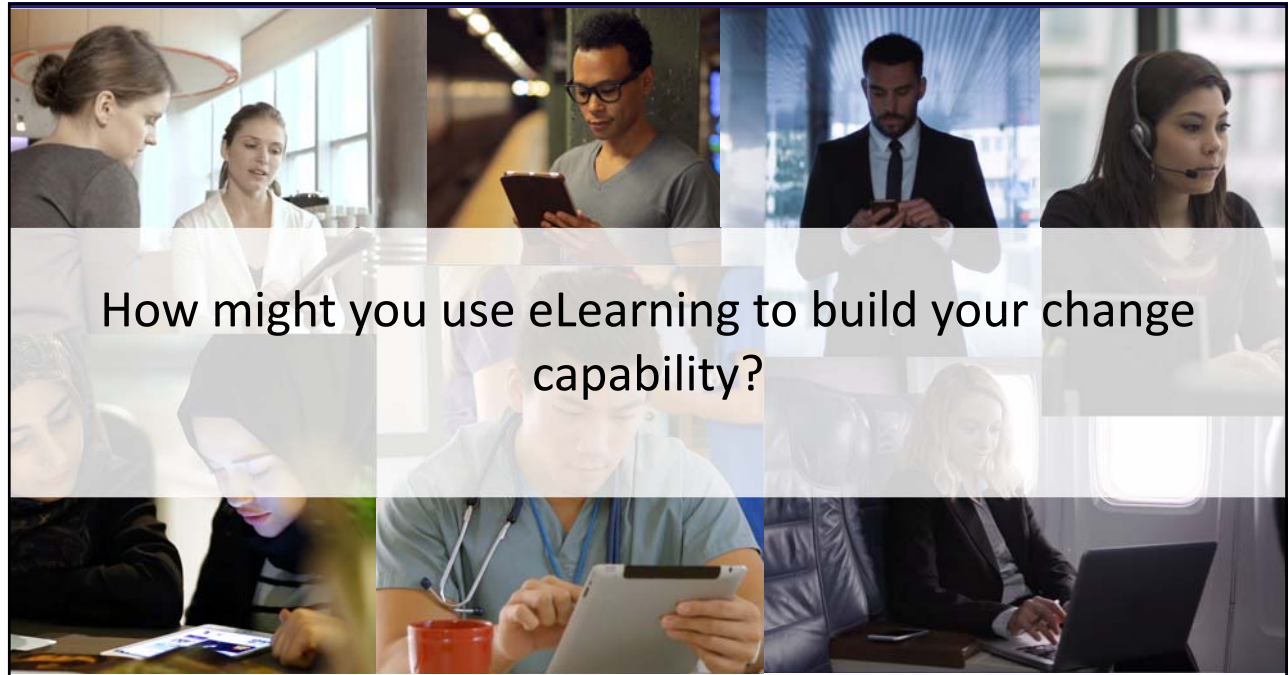
- Modules can be used anytime, anywhere, and on any device
- eLearning is especially helpful for mobile, remote, or globally dispersed workforces
- Some employees may not have access to a computer, but can complete eLearning on a tablet or smartphone
- Quickly and easily reach thousands of people with a consistent message

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How might you use eLearning to build your change capability?

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Poll: How might you use eLearning to build your change capability?

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Check Out the Modules

prosci.com/elearning

- Watch demos of all eLearning modules
- Download detailed information about target audience, learning objectives, and content covered
- Connect with an Account Manager to discuss options for incorporating eLearning into your strategy



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solutions@prosci.com

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