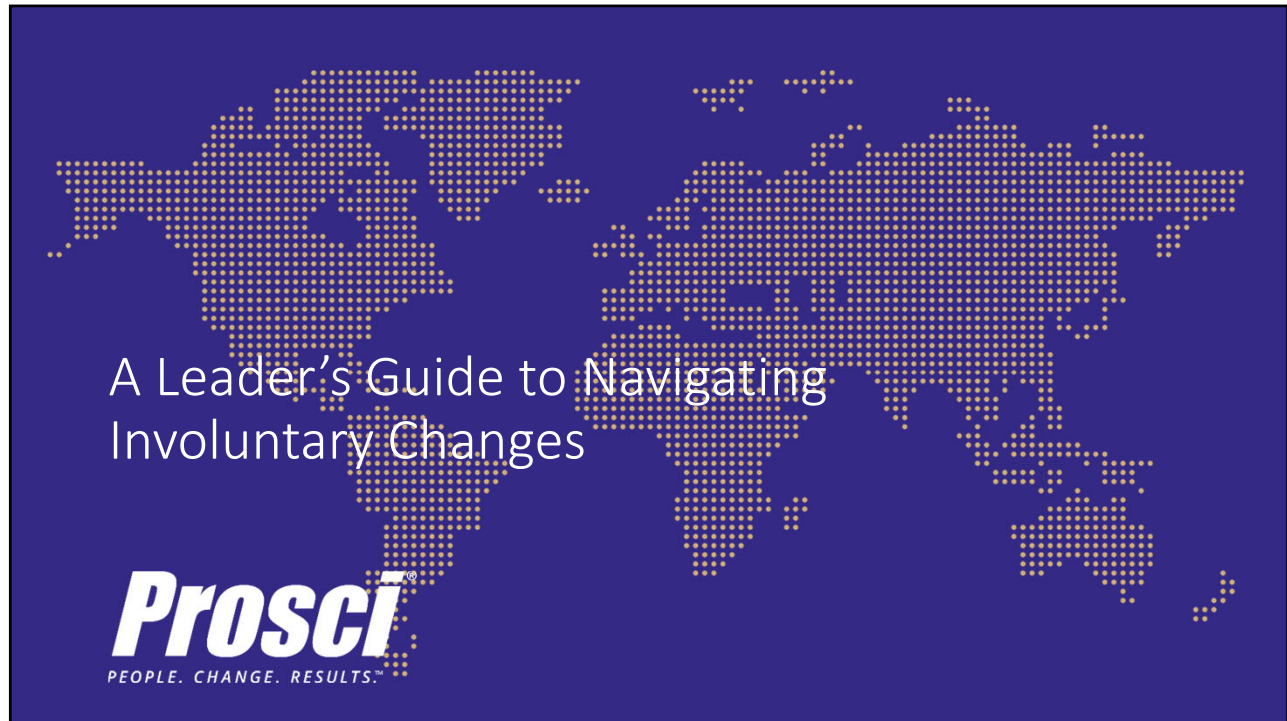


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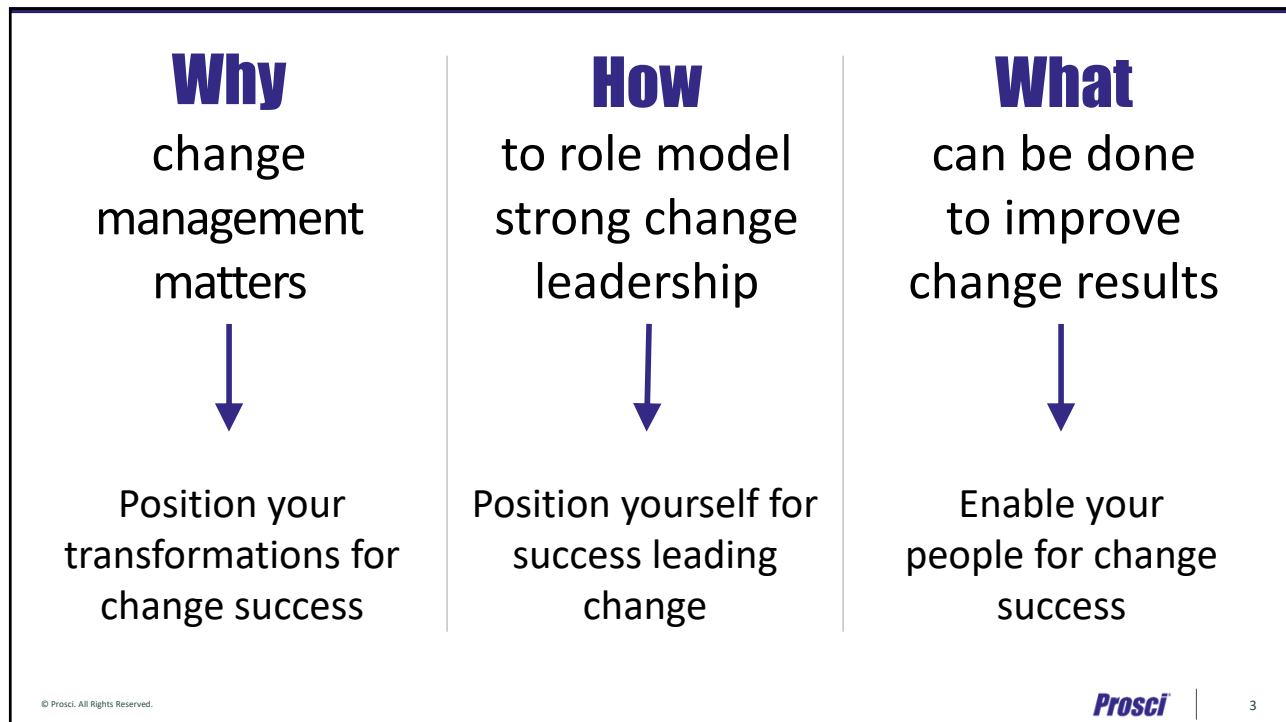
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Capturing Your Voice

- We will use interactive polling technology to enhance virtual engagement and crowd-source insights

www.pollev.com/adkar

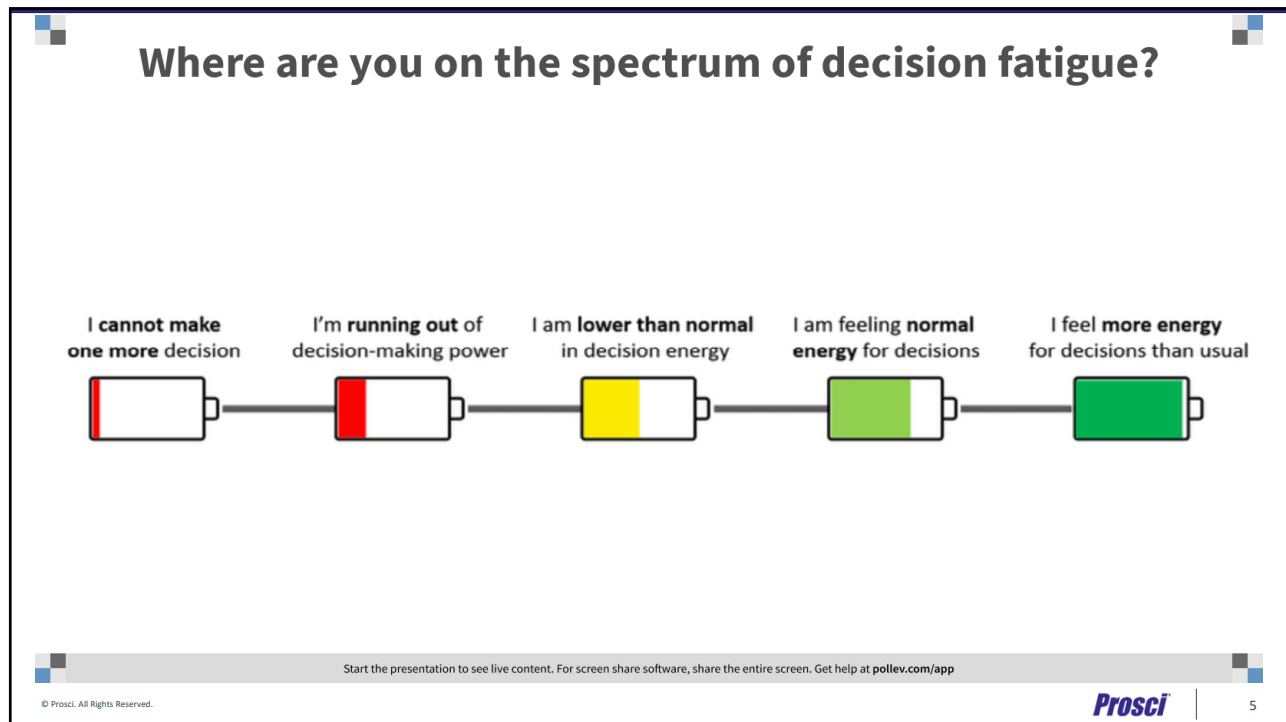


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If You Have Decision Fatigue... You're Not Alone

CEO's across most industries are saying:

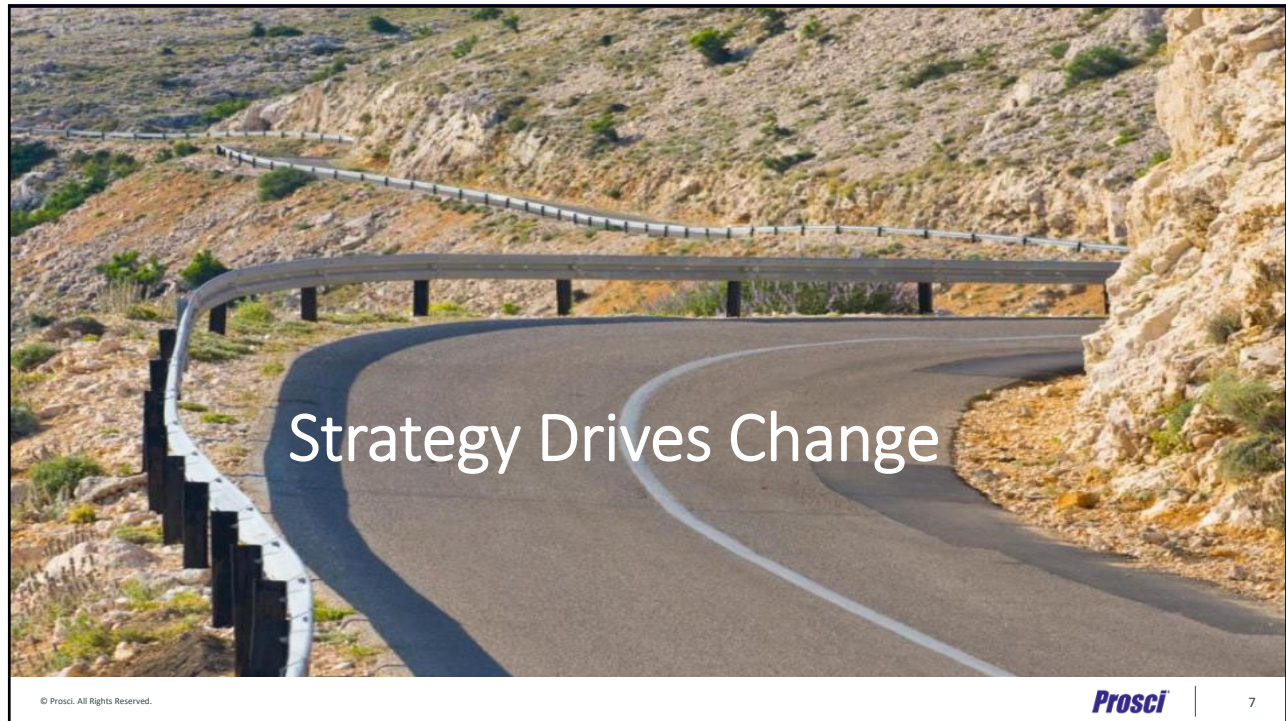
- We are driving **more change** than ever before
- Our **teams** are tired
- We are tired **ourselves**
- We want **actionable insights** to drive change in the new reality

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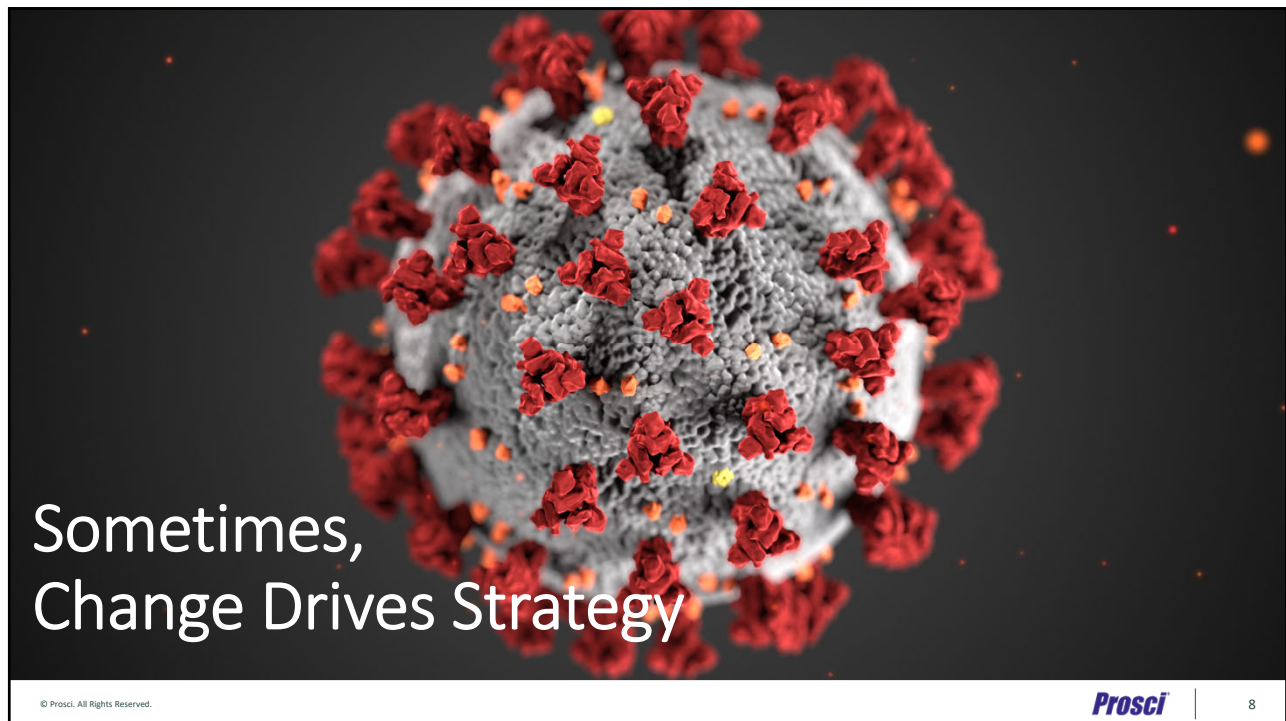
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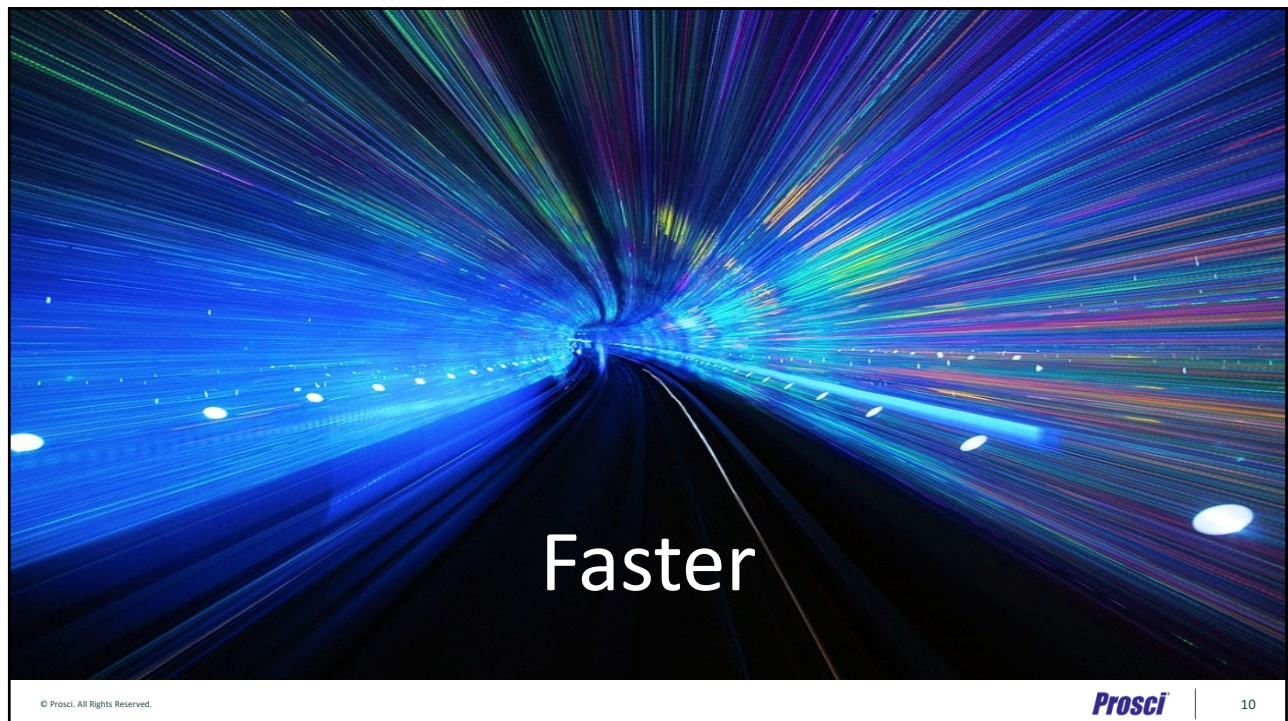
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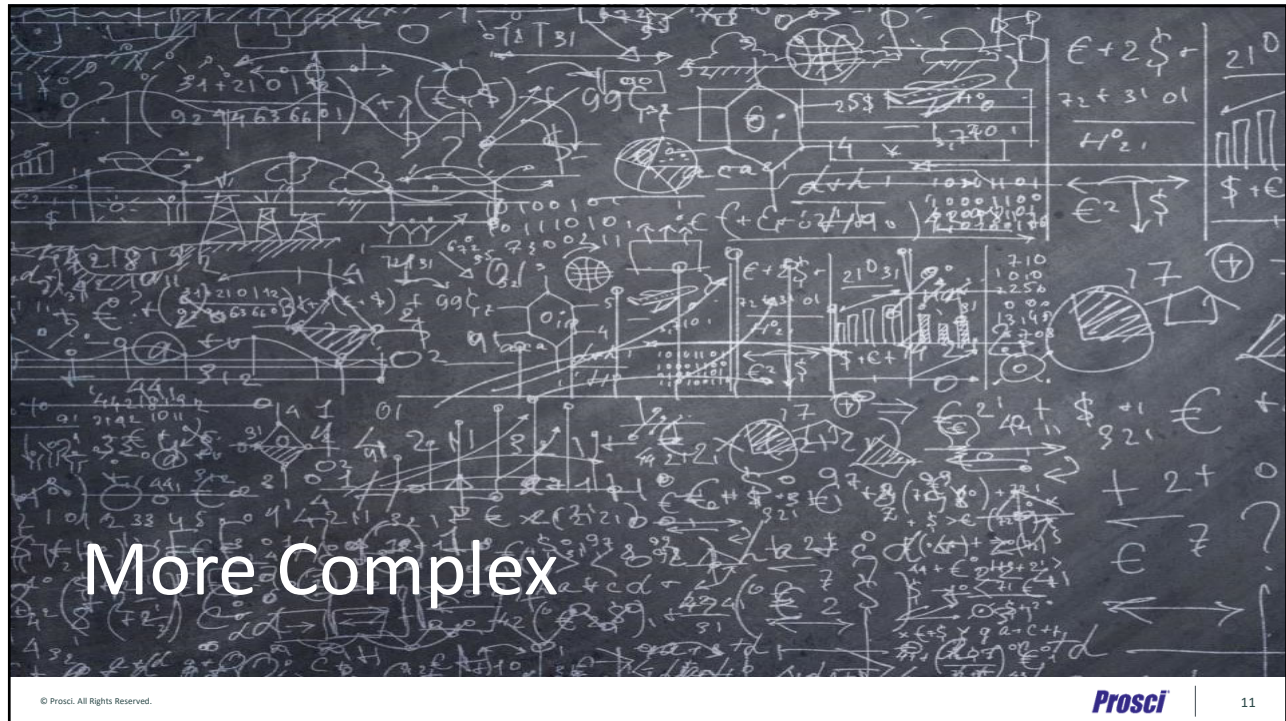
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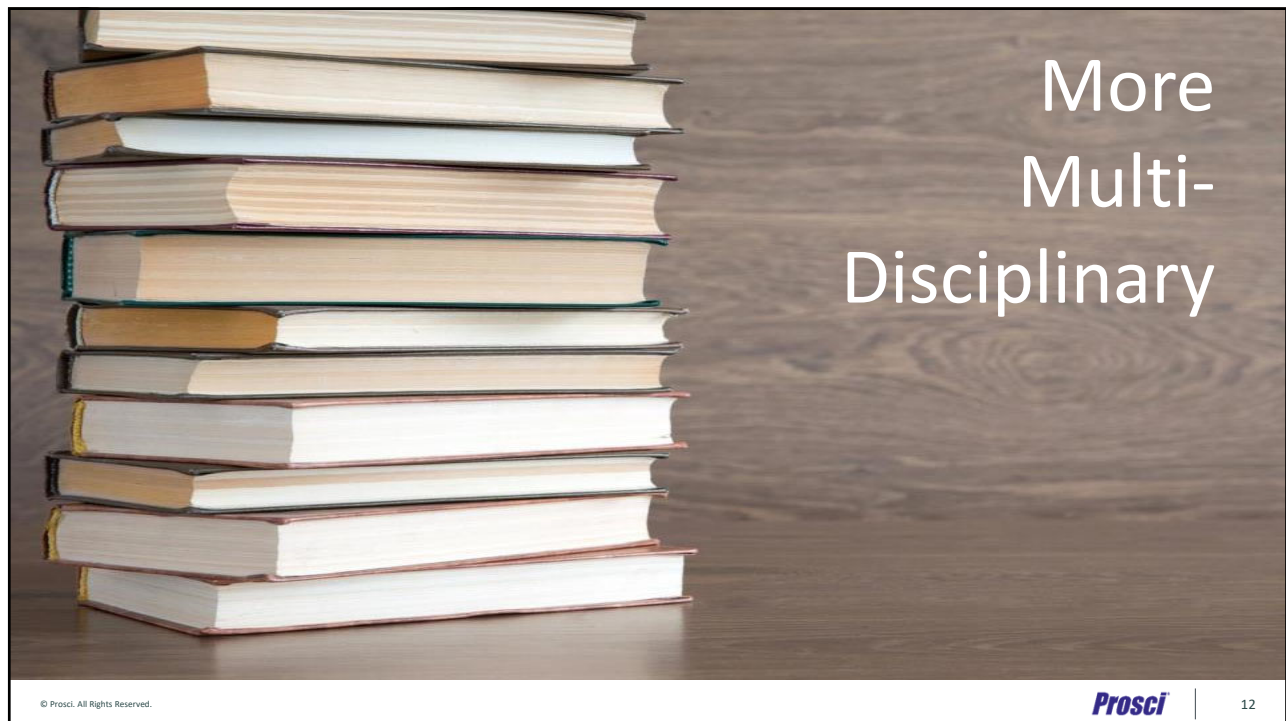
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Why Change Management Matters

Percent of Study Participants Who Met or Exceeded Objectives



Prosci 2018 Benchmarking Data
Data from 2007, 2009, 2011, 2013, 2015, 2017

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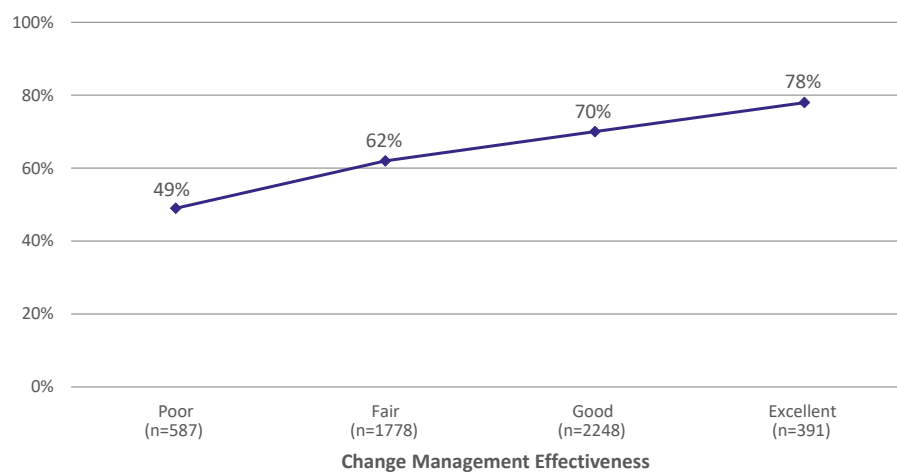
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Why Change Management Matters

Percent of Study Participants Who Were On or Below Budget



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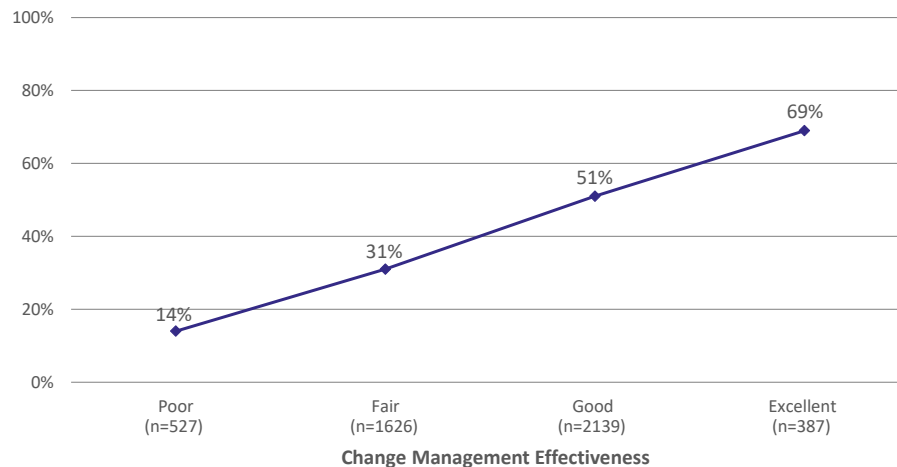
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Why Change Management Matters

Percent of Study Participants Who Were On or Ahead of Schedule



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Research Findings on Change Success

Top Contributors to Change Success



1. **Active and visible executive sponsorship**



2. Dedicated change management resources



3. Structured change management approach



4. Employee engagement and participation



5. Frequent and open communication



6. Integration and engagement with project management



7. Engagement with middle managers



In all ten reports, sponsorship was #1 on the list

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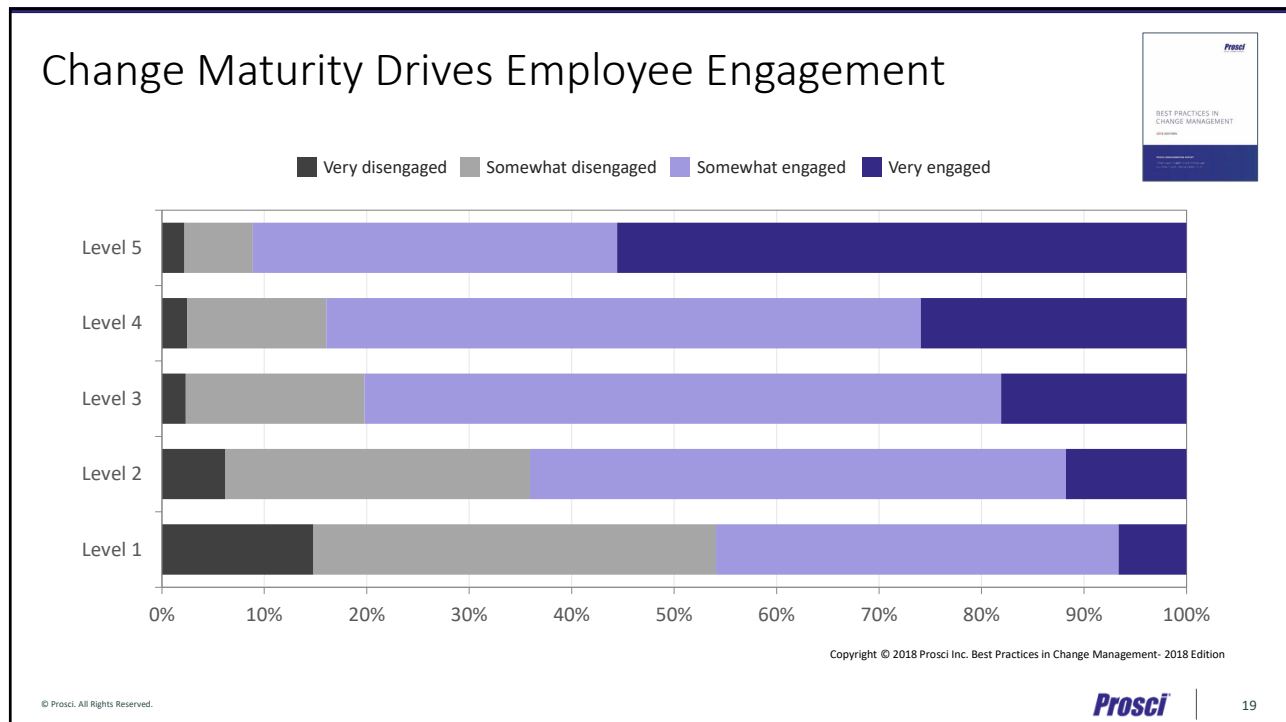
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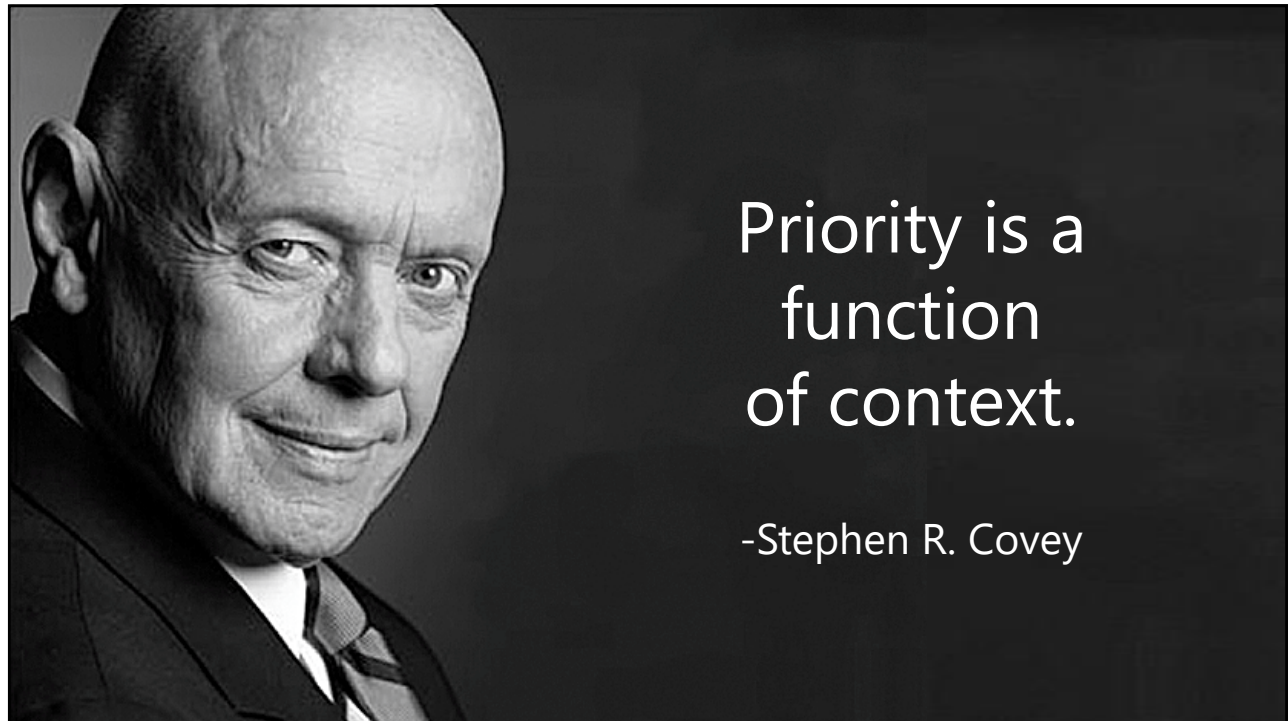
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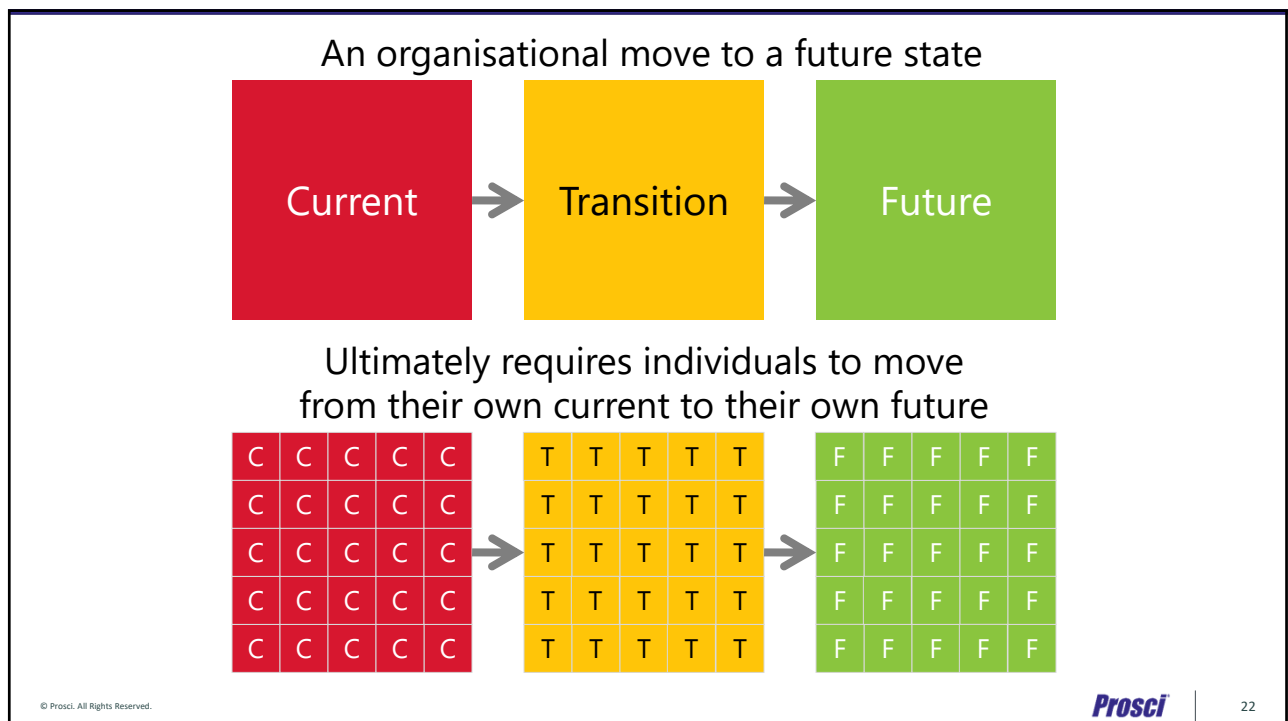
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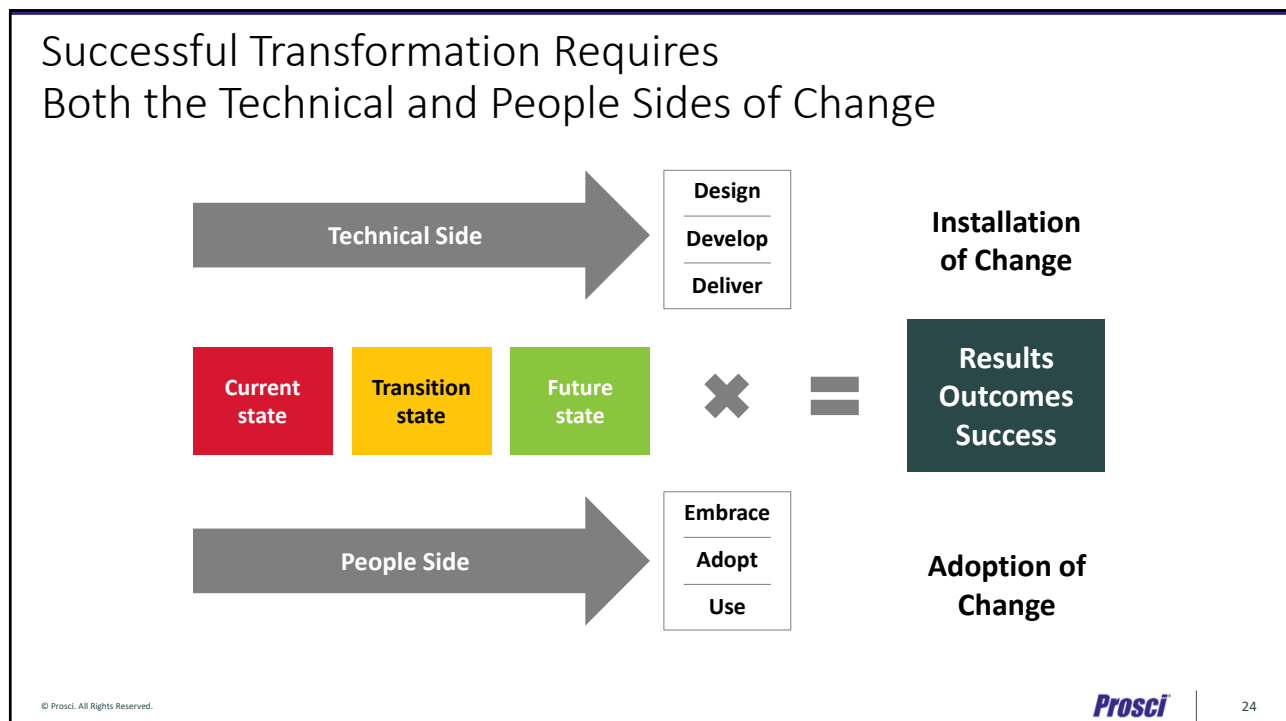
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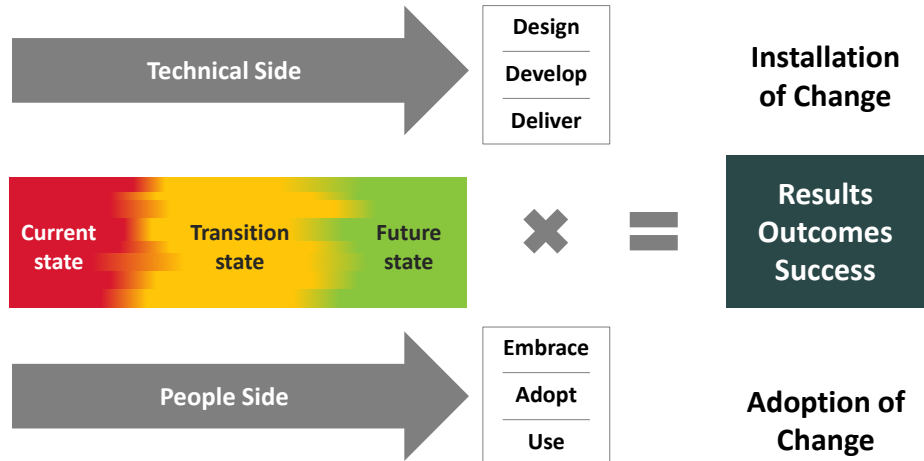


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Successful Transformation Requires
Both the Technical and People Sides of Change



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How Can You Position Your Transformation for Change Success?

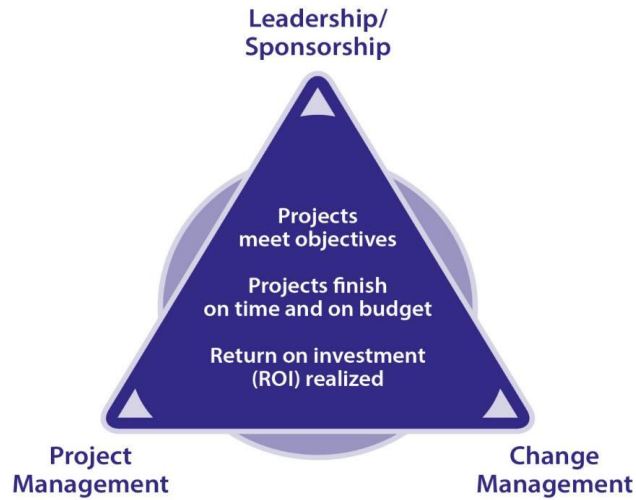
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A Framework for Transformation Success

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Keys to Strong Change Leadership



Participate actively
and visibly throughout
the project

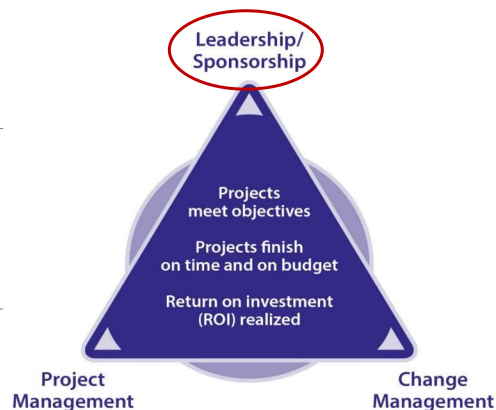


**Build a coalition of
sponsorship** with peers
and managers



Communicate directly
with employees

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Keys to Strong Change Leadership

ABCs of Change Leadership



Active and Visible
Participation
Throughout



Build a
Coalition
of Support



Communicate
Directly With
Employees

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Active and Visible Participation
Throughout



**Role with
Responsibilities**

Title


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Active and Visible Participation Throughout



Support the team	Champion the change
Proactively remove obstacles	Actively support CM work
Provide resources and control the budget	Own the change, build excitement and enthusiasm, be the first adopter

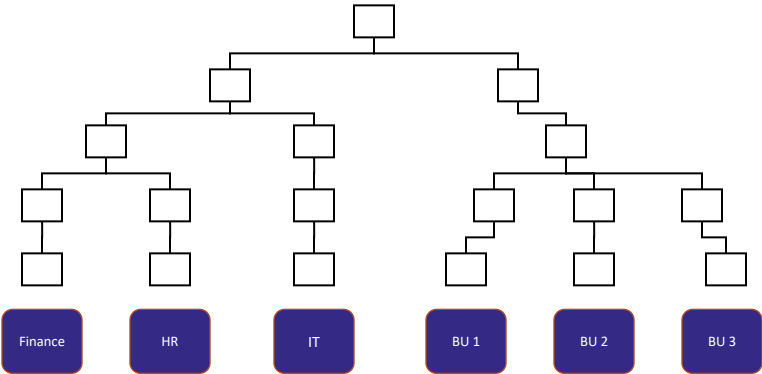



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Build a Coalition of Support




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Build a Coalition of Support



Engage across the organisation	Cultivate management support of the project
Create, work and maintain a network of change agents	Clarify roles and establish expectations with mid-level and frontline managers
Encourage senior leaders to participate and support the change	Solicit and listen to management feedback




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Communicate Directly With Impacted Employees




- ② **Why change?**
- ② **Why now?**
- ② **What if we don't?**
- ③ **I support this**

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Communicate Directly With Employees & Members



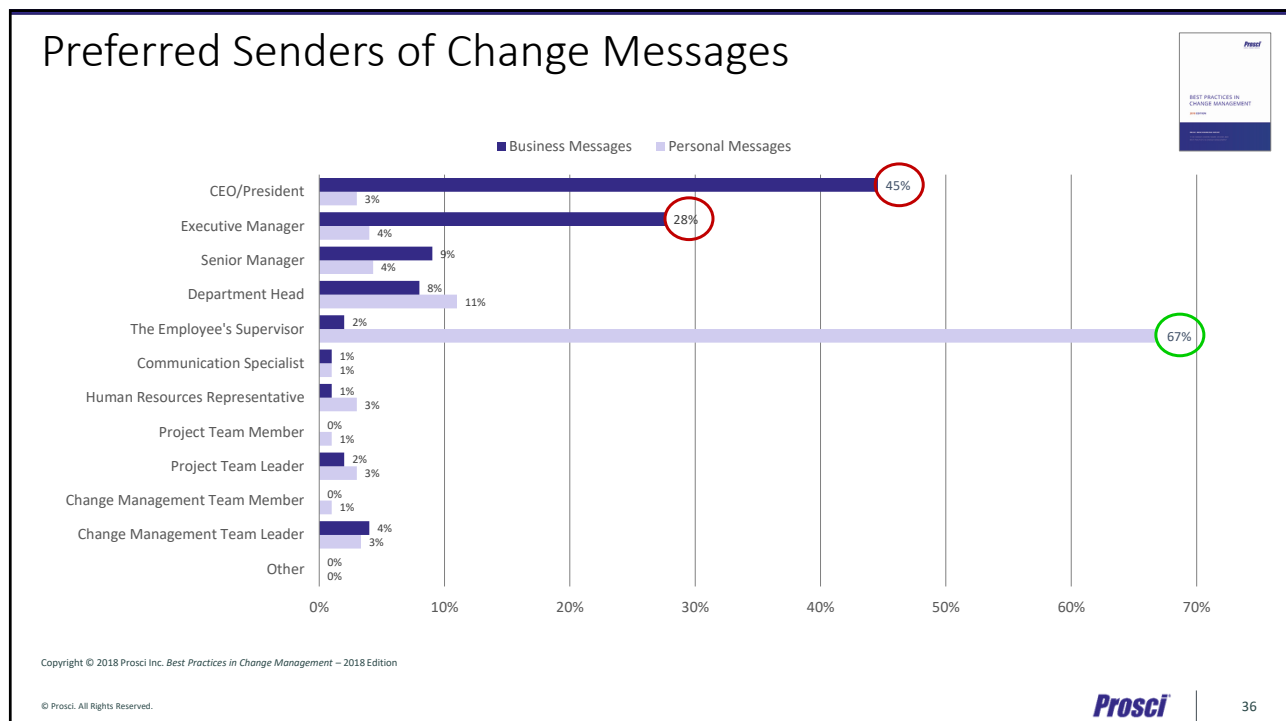
Communicate support and promote the change to impacted groups	Advocate the change to impacted groups that might be resistant
Communicate the end vision	Vocally support the change
Create awareness about the specifics and the need for change	Clearly and succinctly explain the “what’s in it for me?” (WIIFM) of the change to impacted groups





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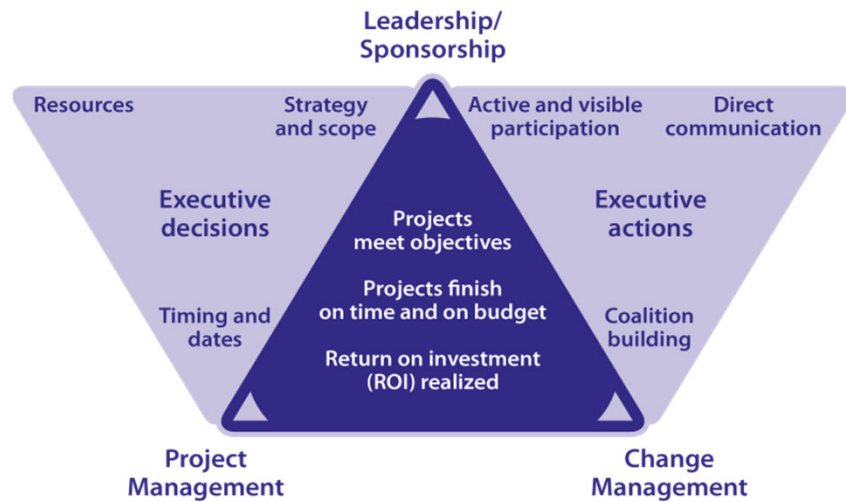
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A Model for Change Success

Prosci® PCT™ Model

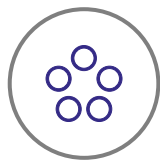


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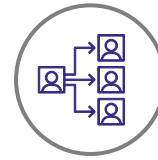
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**5 Outcome Oriented
Building Blocks**



**Based on Extensive Study
of Change Patterns**



**Applied at Individual
And Organisational Levels**

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The Five Building Blocks for Successful Change



- A** Awareness
- D** Desire
- K** Knowledge
- A** Ability
- R** Reinforcement®

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Prosci ADKAR Model

ADKAR element:	Definition:	What you hear:	Triggers for building:
A Awareness	Of the need for change	"I understand why..."	Why? Why now? What if we don't?
D Desire	To participate and support the change	"I have decided to..."	WIIFM Personal motivators Organizational motivators
K Knowledge	On how to change	"I know how to..."	Within context (after A&D) Need to know <i>during</i> Need to know <i>after</i>
A Ability	To implement required skills and behaviors	"I am able to..."	Size of the K-A Gaps Barriers/Capacity Practice/Coaching
R Reinforcement	To sustain the change	"I will continue to..."	Mechanisms Measurements Sustainment

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Real Life Example



Same Change, Different Desires

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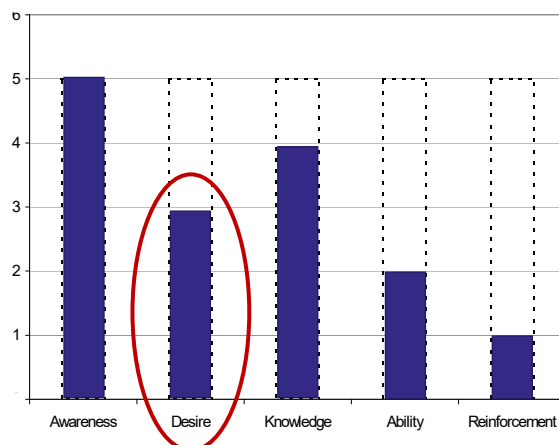
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ADKAR[®] Profile: Mark your score for each ADKAR element and shade the area below

An example for a profile with:

A=5
D=3
K=4
A=2
R=1






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M	T	W	R	F
				

An email on Monday
for training on Tuesday
for launch on Wednesday

is **NOT** the way to prepare,
equip and support individuals
to successfully change

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Your Actions Support Successful Change

Top Contributors to Change Success

	1. Active and visible executive sponsorship		5. Frequent and open communication
	2. Dedicated change management resources		6. Integration and engagement with project management
	3. Structured change management approach		7. Engagement with middle managers
	4. Employee engagement and participation		

In all ten reports, sponsorship was #1 on the list

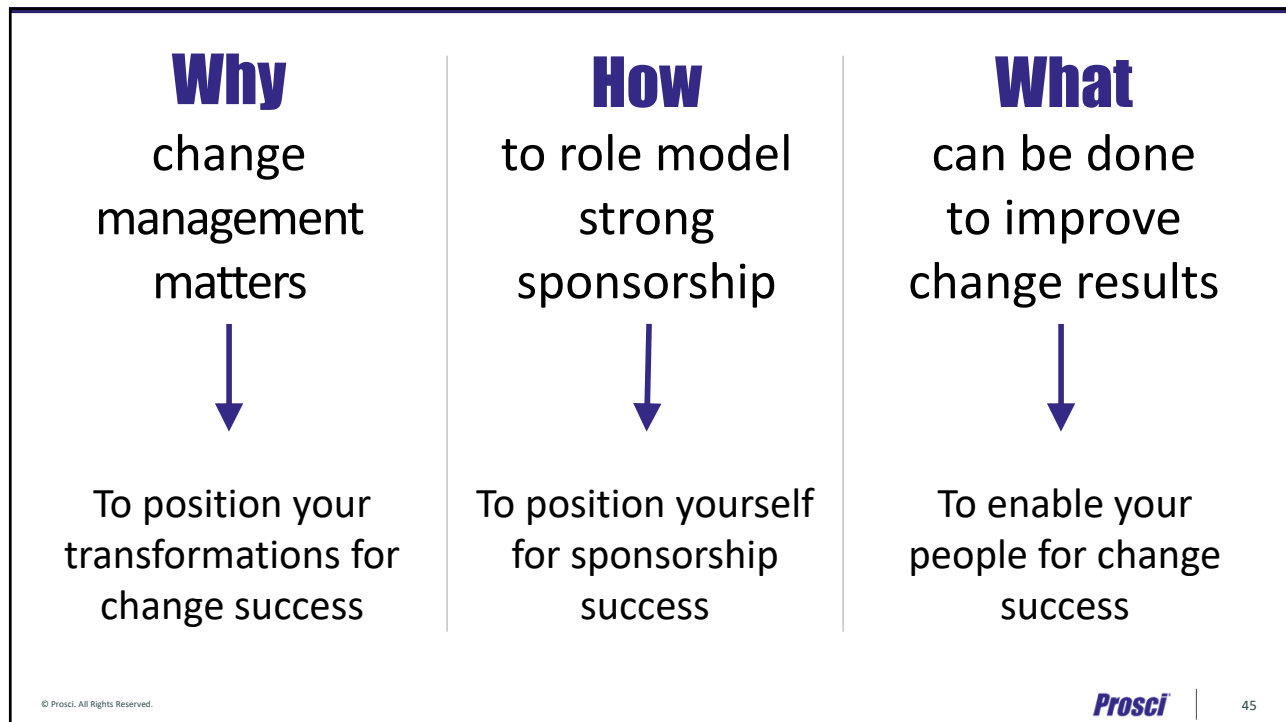


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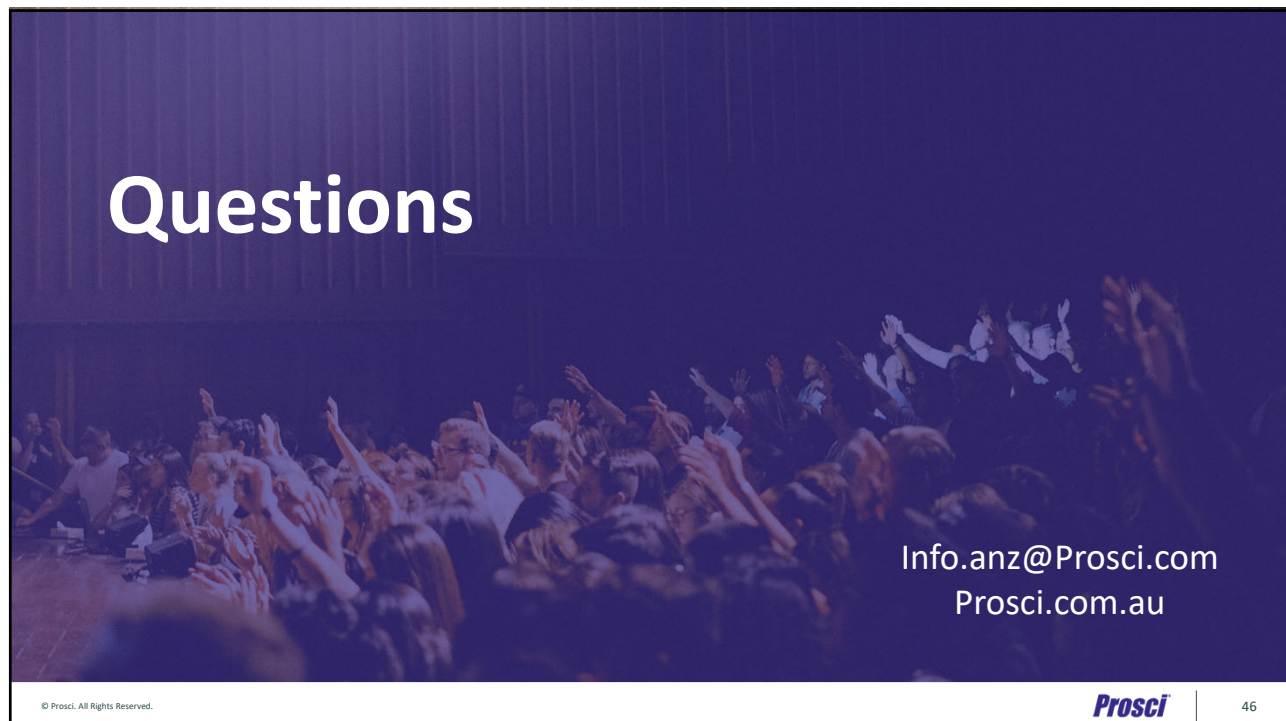
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