

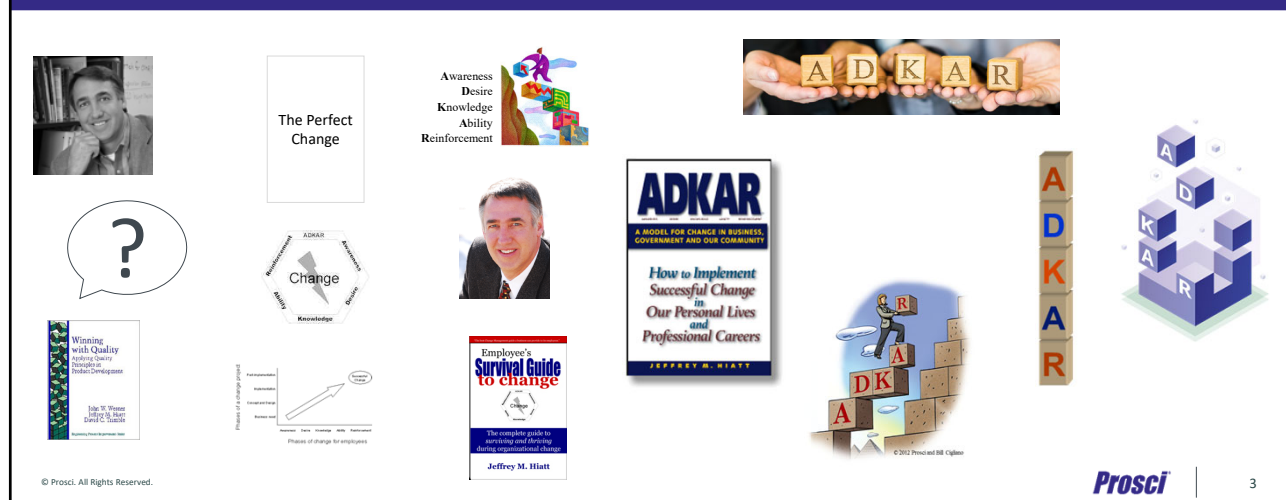


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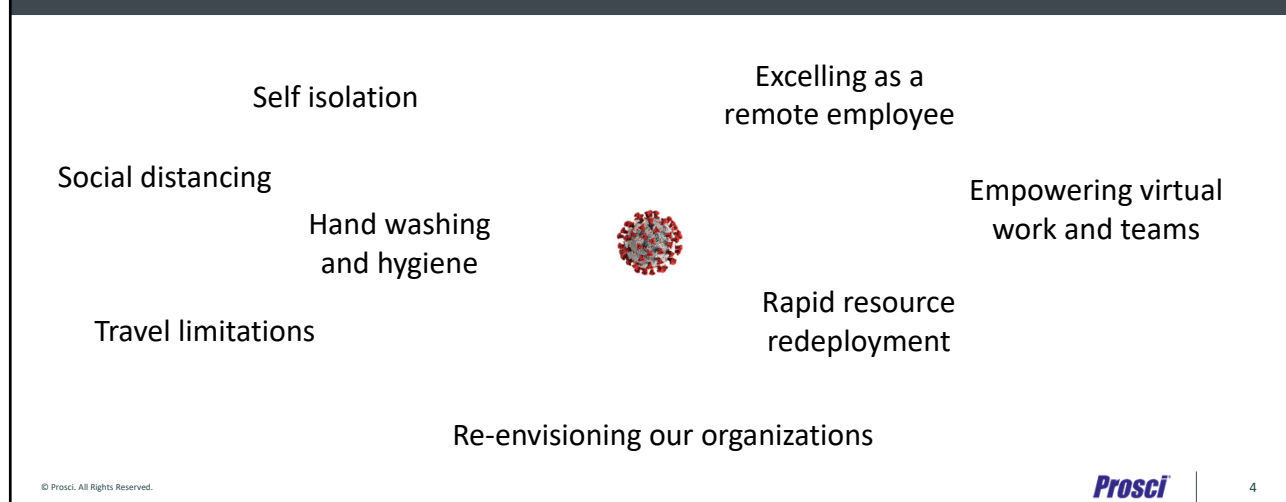
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For two decades, change practitioners have used ADKAR to support successful individual changes and to manage change at scale inside organizations.



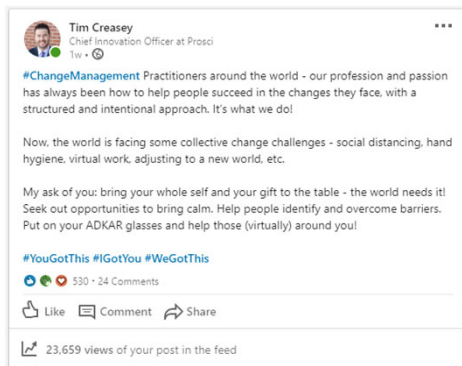
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Today, we are facing shared change challenges like never before (in addition to our plate of individual, initiative, and organizational change).



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But, our profession and passion has equipped us to support our people and community in a unique way!



#changemanagement
It's what we do!

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The secret to successful change lies beyond the visible and busy activities that surround change. Successful change, at its core, is rooted in something much simpler:
How to facilitate change with **one** person.

Jeff Hiatt



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How might we aim ADKAR at today's change challenges?

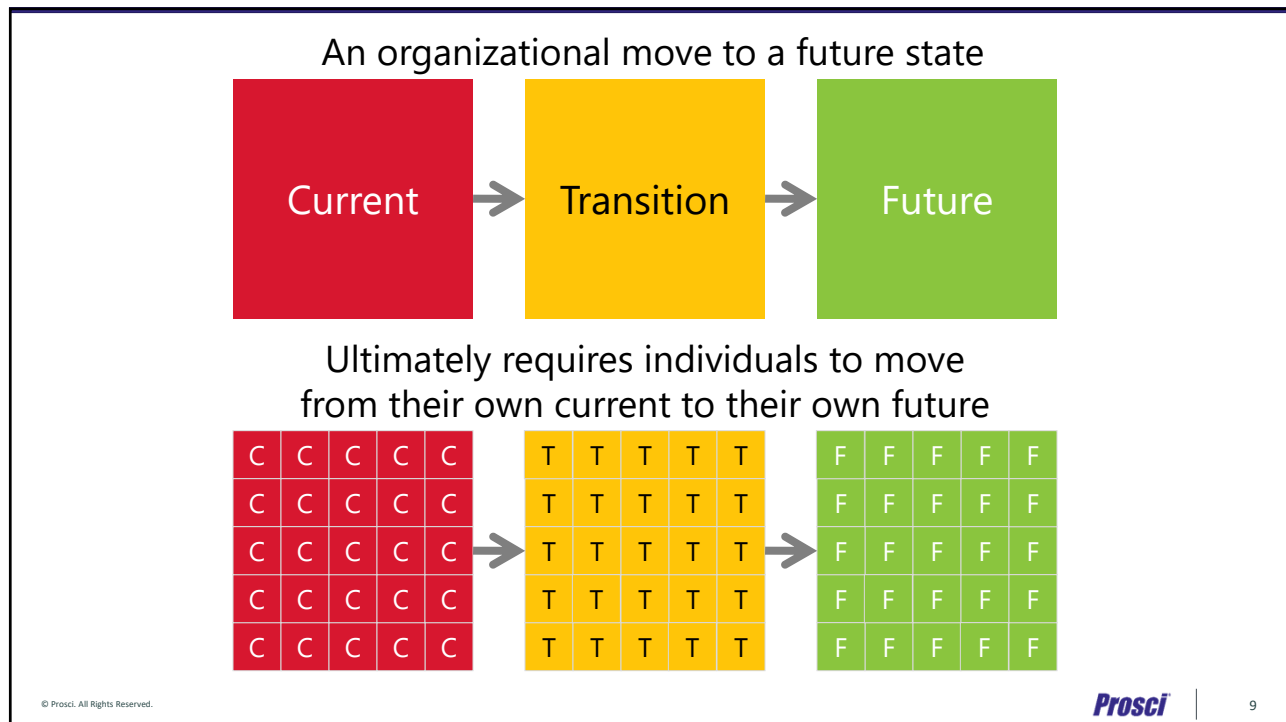
ADKAR Foundations
Our Shared Change Challenges
Aiming ADKAR

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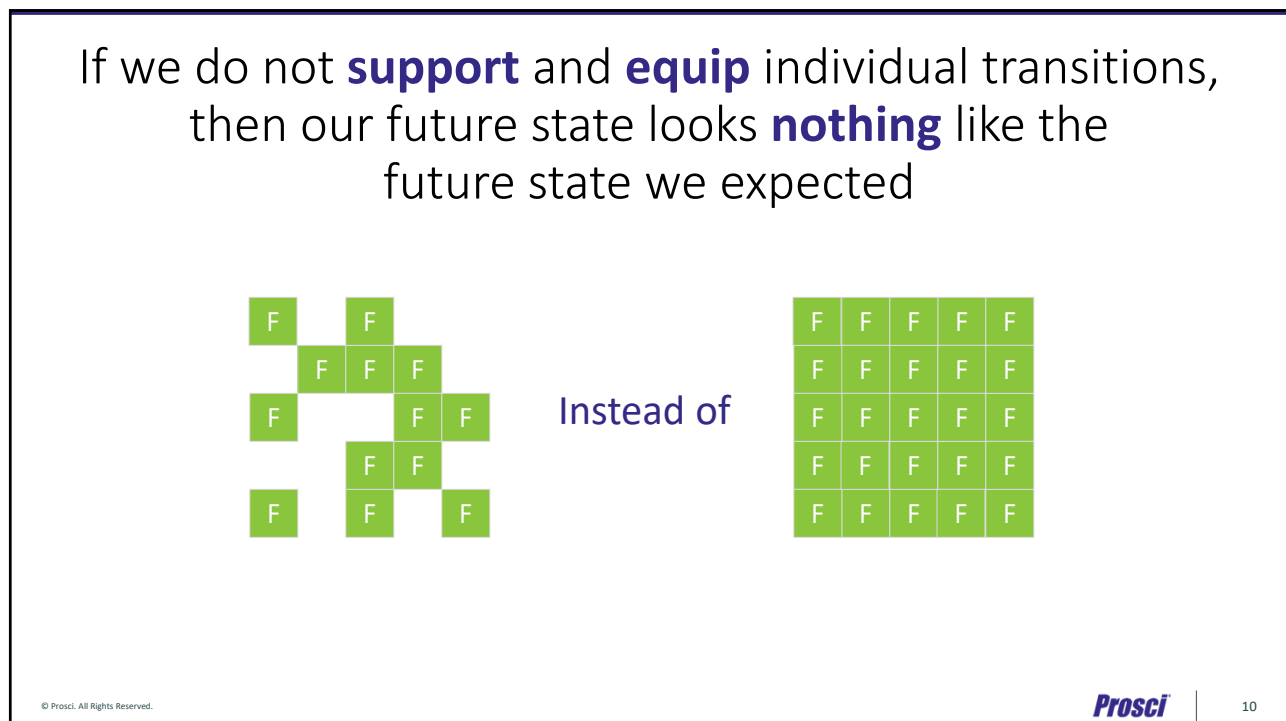
ADKAR Foundations

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How does this person make a
successful personal change?

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The Five Building Blocks for
Successful Change




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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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Awareness

Change begins with understanding why

NOT – that the change is coming

IS – of the **need** for the change

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Desire

Change involves personal decisions


Same change, different Desire



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Knowledge

Change requires knowing how to

"Send them to training!"
Is the unfortunate default




Necessary, but not sufficient.

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Ability

Change requires action
in the right direction

Knowledge ≠ Ability 

K – A

K — A

K ——— A

K ————— A

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Reinforcement

Change must be reinforced
to be sustained

Natural
Physical
Psychological

→ revert back



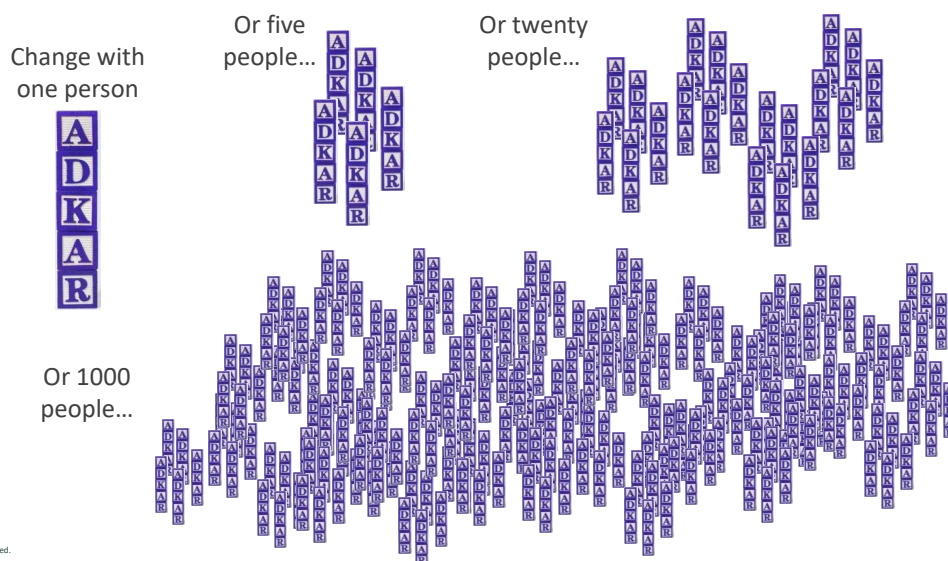
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ADKAR defines success for individuals, teams, and the organization



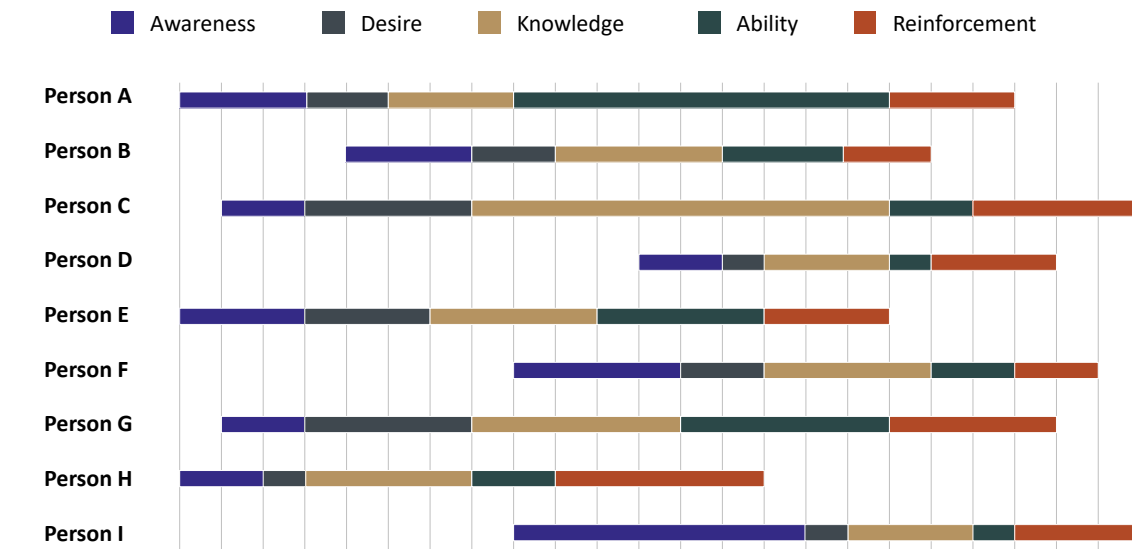
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People change at different paces



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Our Shared Change Challenges

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Aiming ADKAR at Today's Change Challenges

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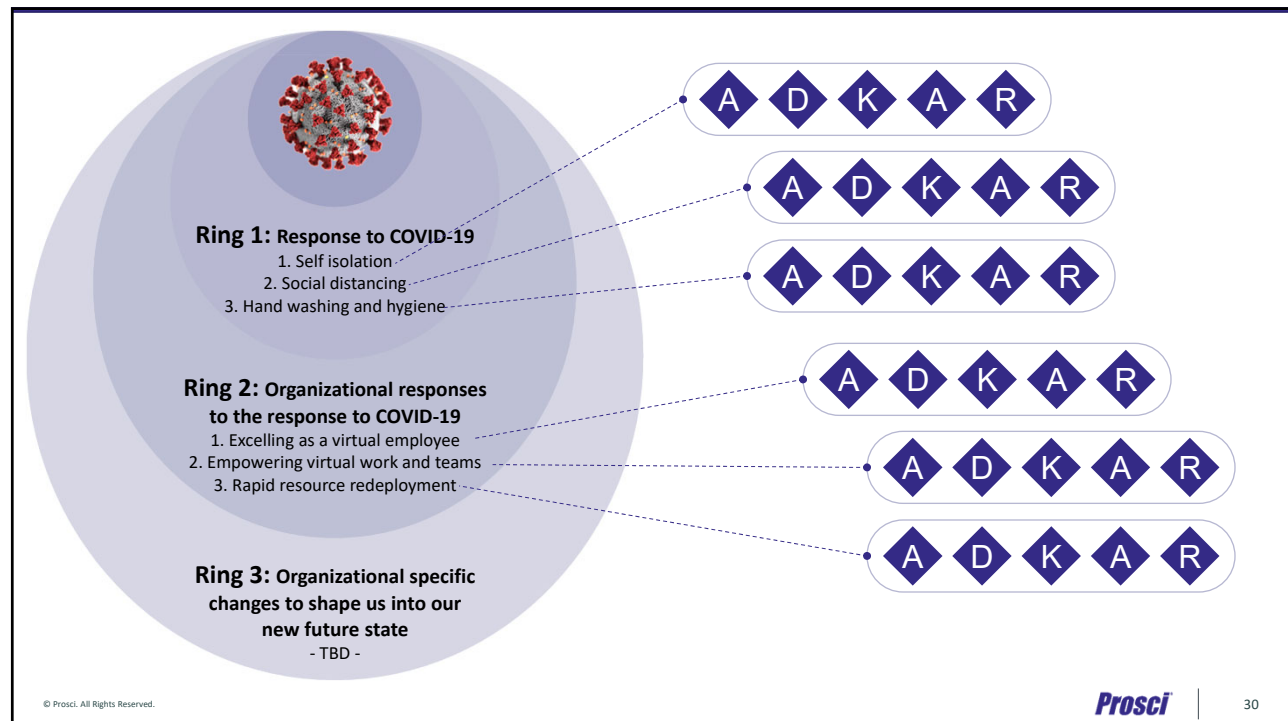


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Put on your ADKAR glasses



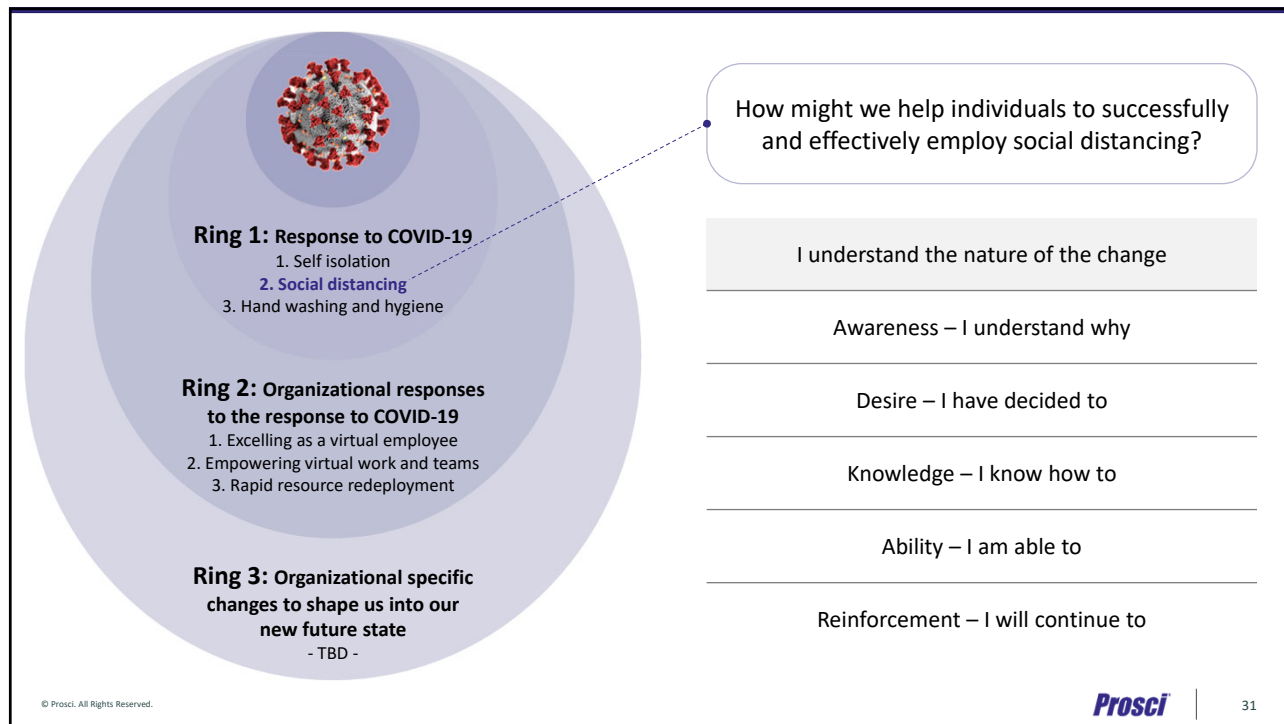
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Aiming ADKAR at Today's Change Challenges

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Example: In-Depth ADKAR Questions

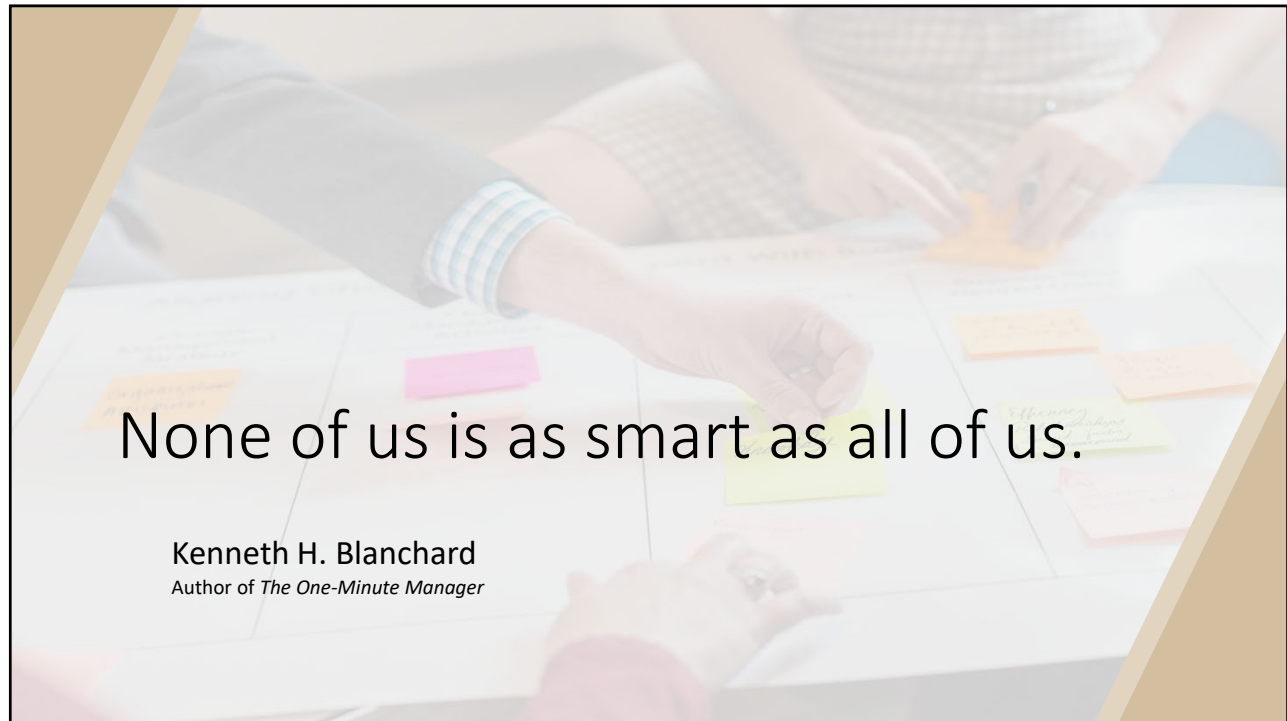
ADKAR element:	Questions	Notes
Awareness	What is the nature of social distancing? Why do I need to practice social distancing? Why do I need to practice social distancing now? What if I don't practice social distancing?	
Desire	WIIFM – what's in social distance for me? What are the personal motivators to socially distance? What are the communal motivators to socially distance? How do I overcome my own resistance?	
Knowledge	What do I need to know to start social distancing? What do I need to know to continue social distancing? What do I need to unlearn (mis-information)? Where do I go for accurate information?	
Ability	What specific behavior changes do I need to demonstrate? Where are my potential various K-A gaps? What barriers might exist that prevent my social distancing? Where do I go for coaching and to get better?	
Reinforcement	What are the mechanisms to make social distancing sticky? What measurements let me know how I'm doing? What steps can increase likelihood of sustainment? How can we celebrate successes?!!	

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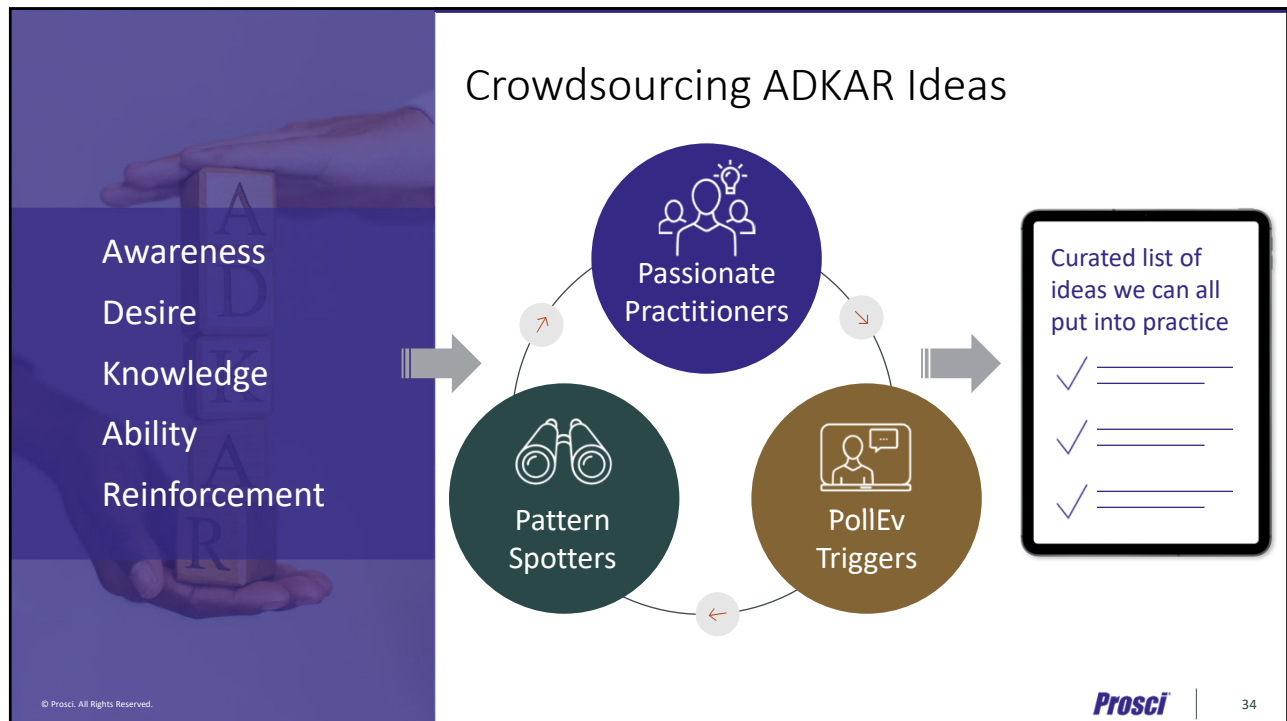
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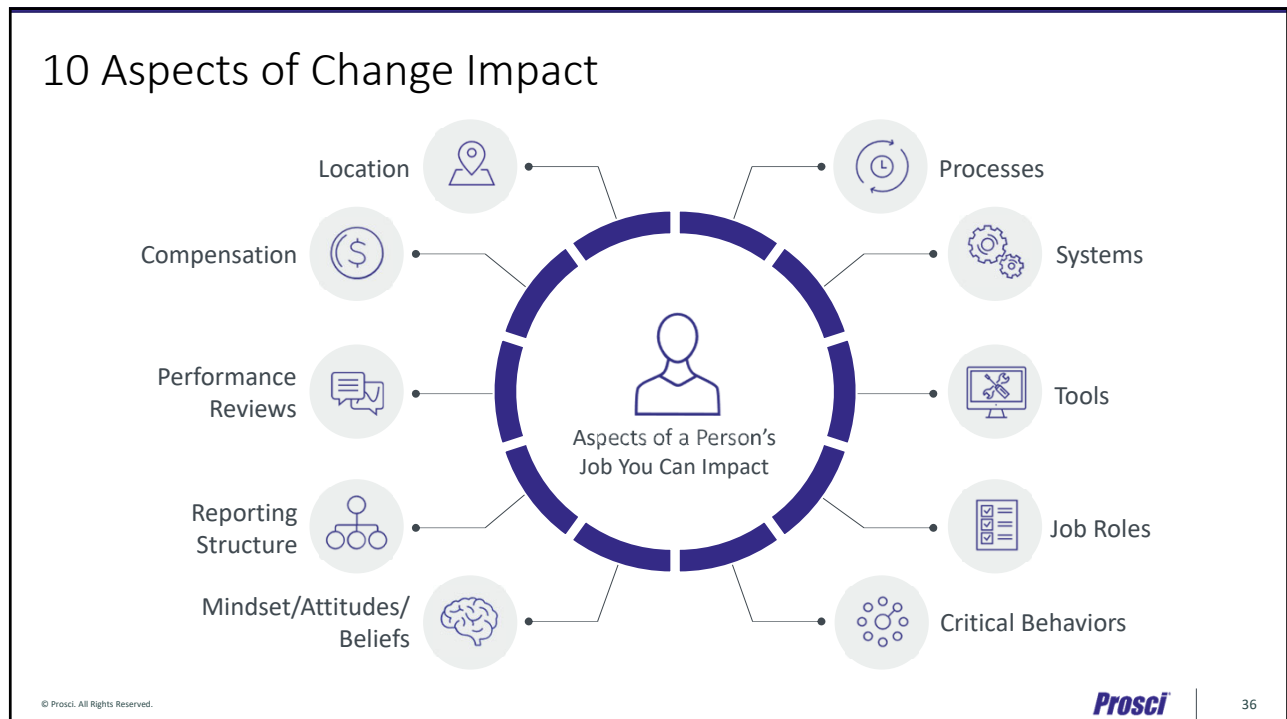
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







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Prosci 10 Aspects of Change Impact

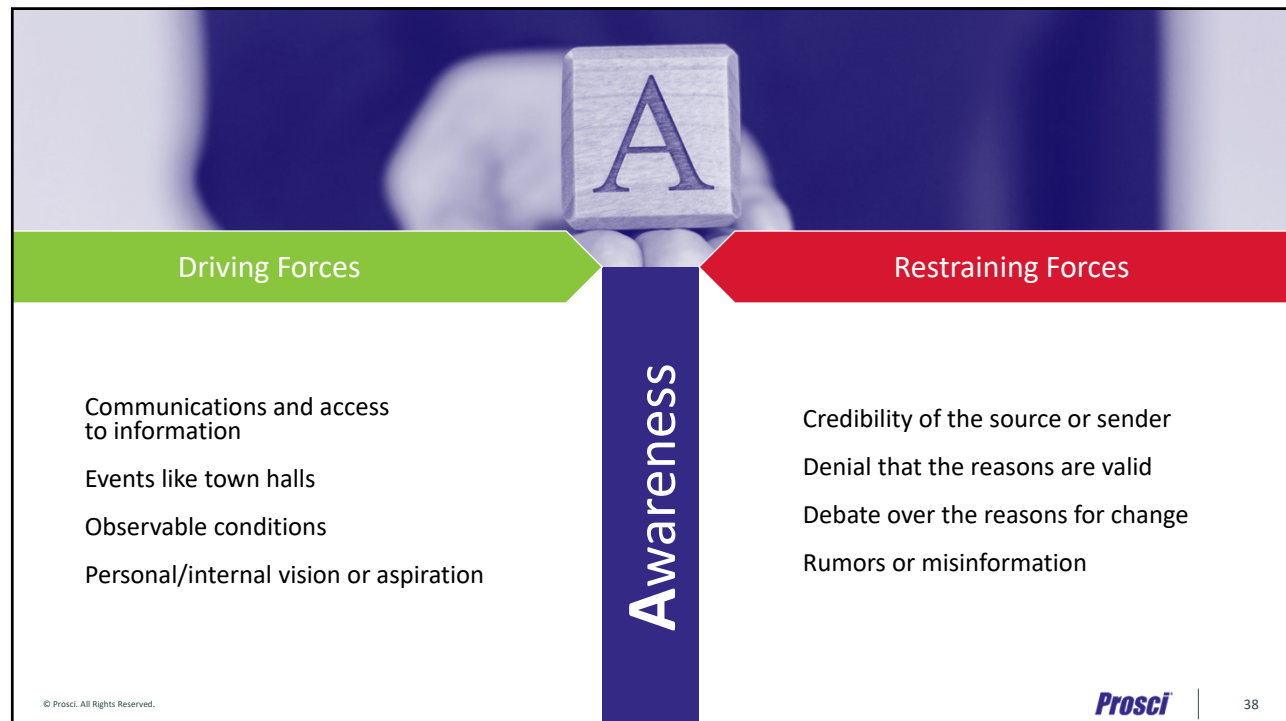
Aspect	Yesterday (before the change)	Tomorrow (after the change)	Degree (0-5)
 Processes			
 Systems			
 Tools			
 Job Roles			
 Critical Behaviors			
 Mindset/Attitudes/Beliefs			
 Reporting Structure			
 Performance Reviews			
 Compensation			
 Location			

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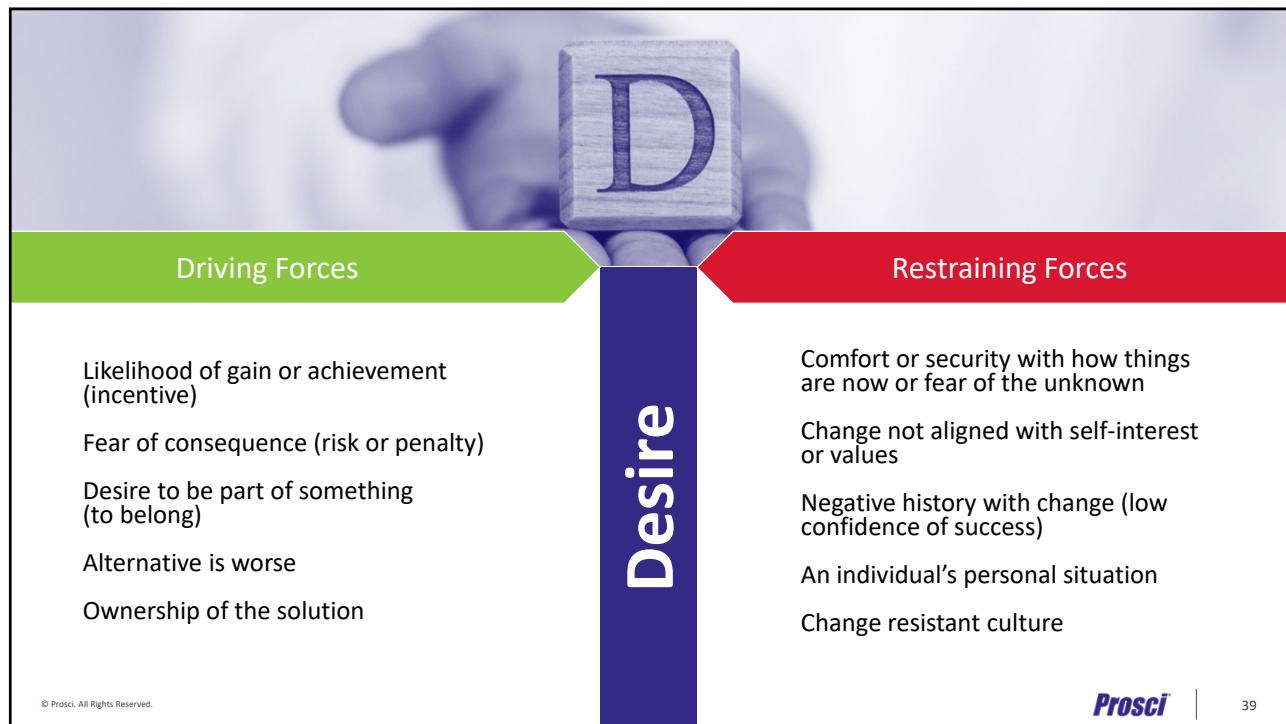
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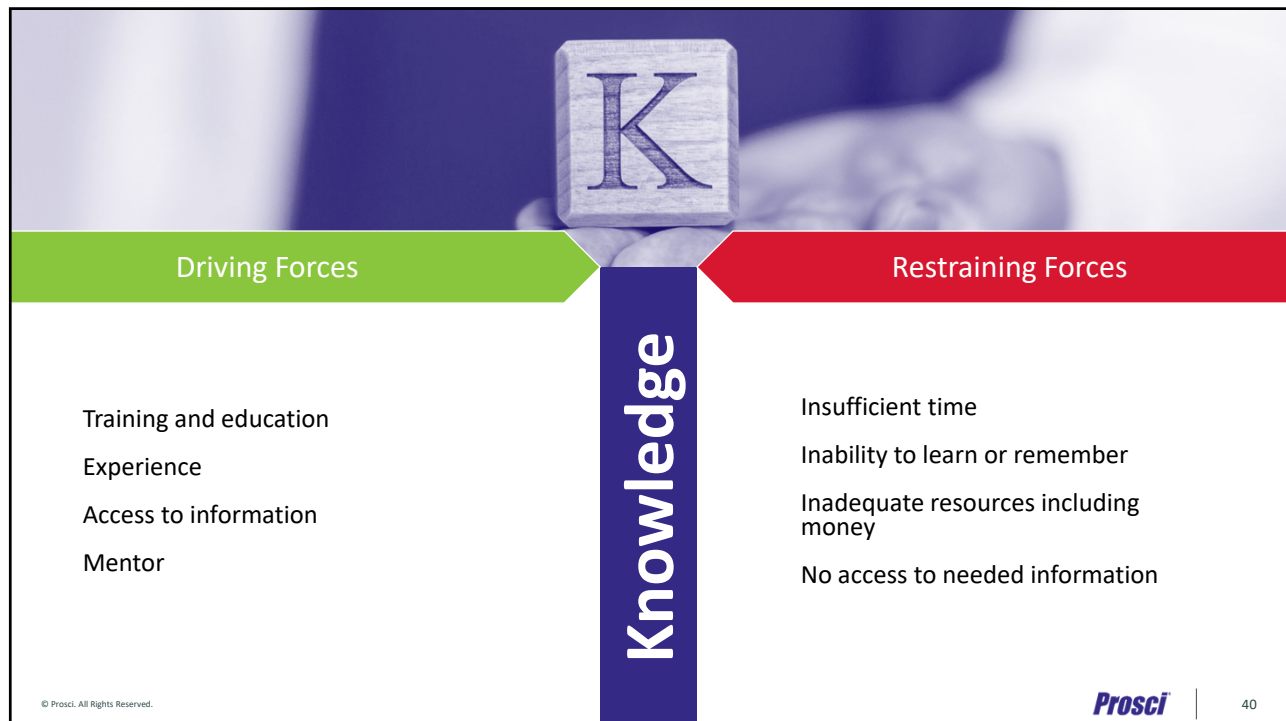
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Aiming ADKAR at Today's Change Challenges

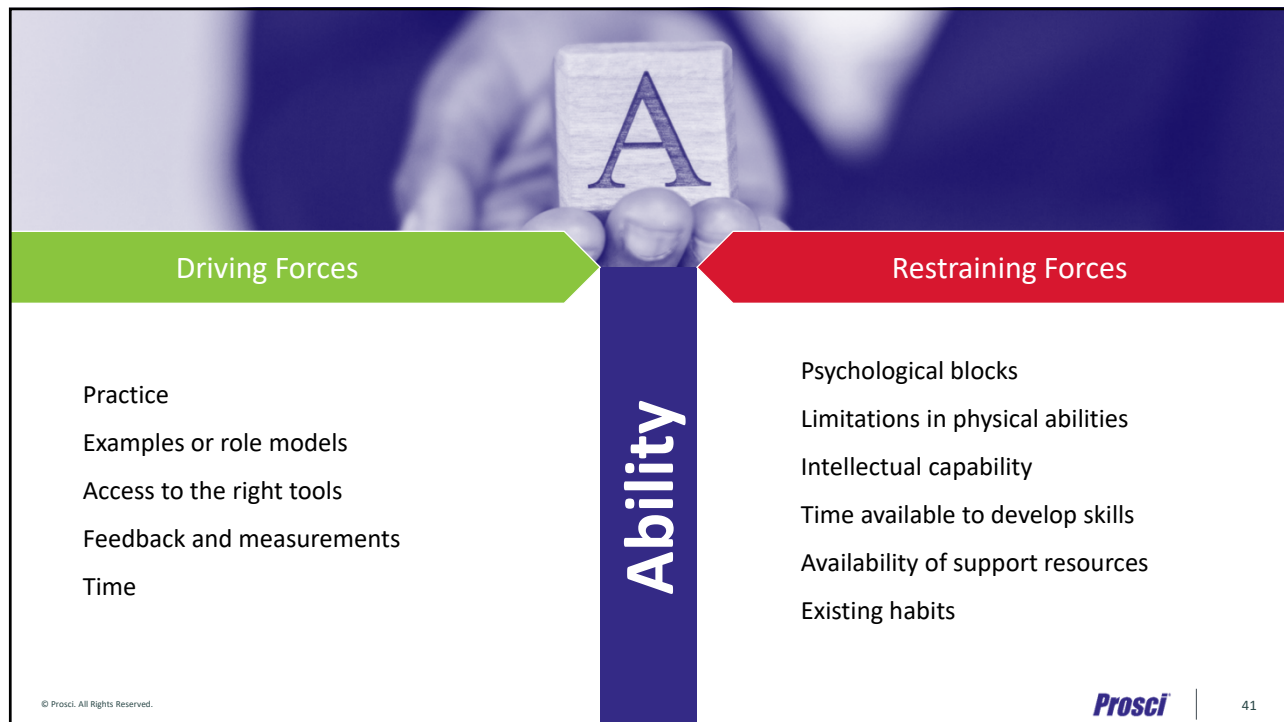
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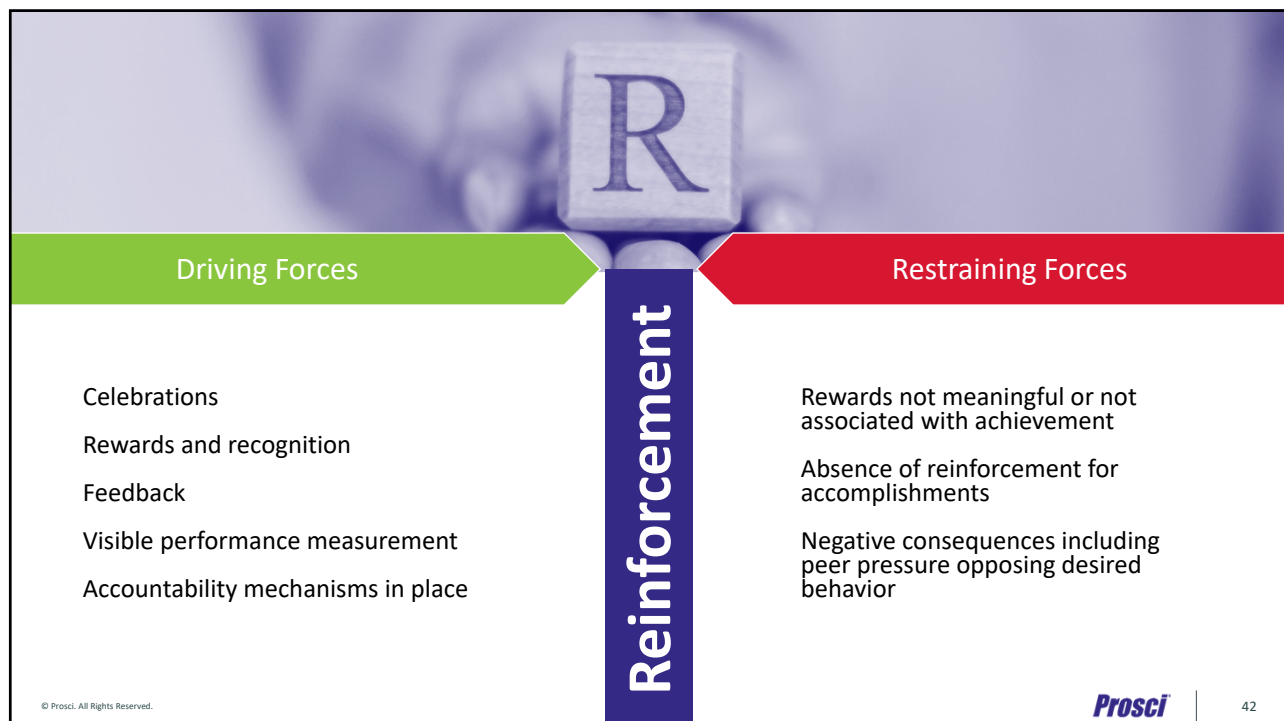
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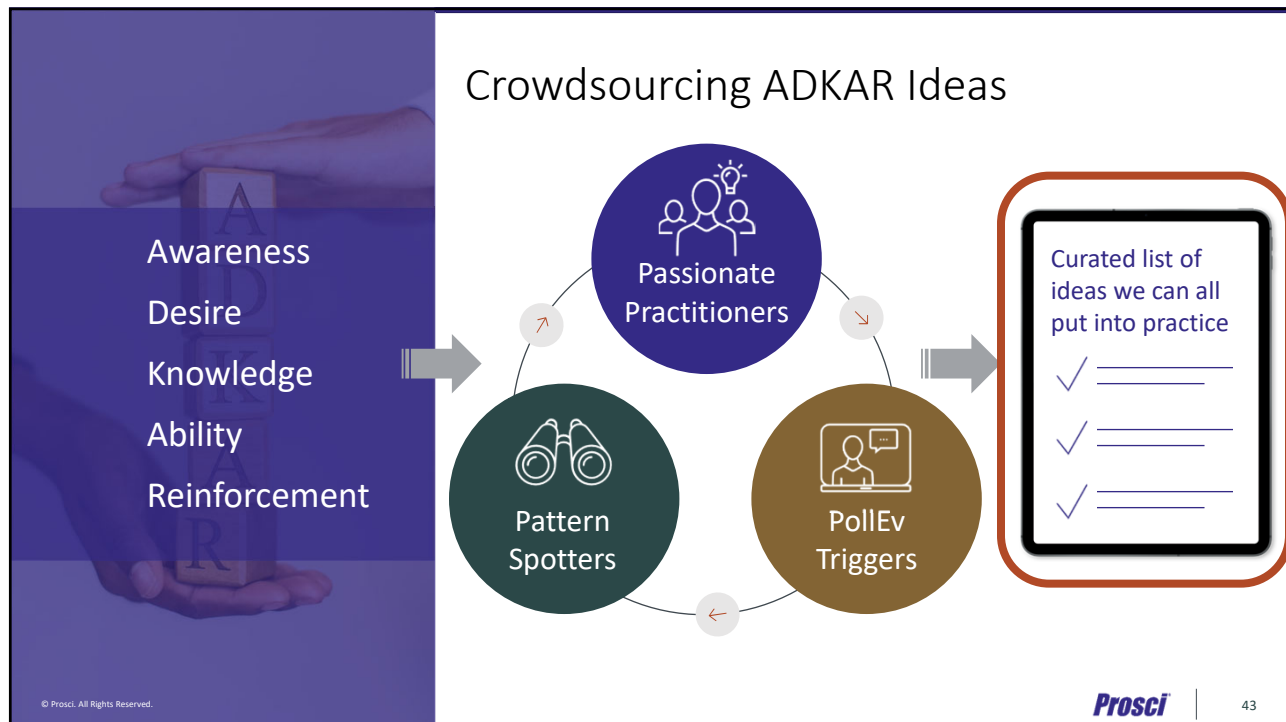
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- Sue T, inaugural VILT program, March 17-19, 2020

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