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Advancing Your Practice Through Digital Resources and Tools

Change

PRACTITIONER

a person actively engaged in an
art, discipline, or profession

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Change Practitioner Journey Model

A visual model, from the point of view of the practitioner, that illustrates how to practically and actively engage in the change management discipline with Prosci

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Prosci Methodology takes what we know about people, change and results and organizes it into a simple repeatable process to achieve change success.

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Change Practitioner Journey Model

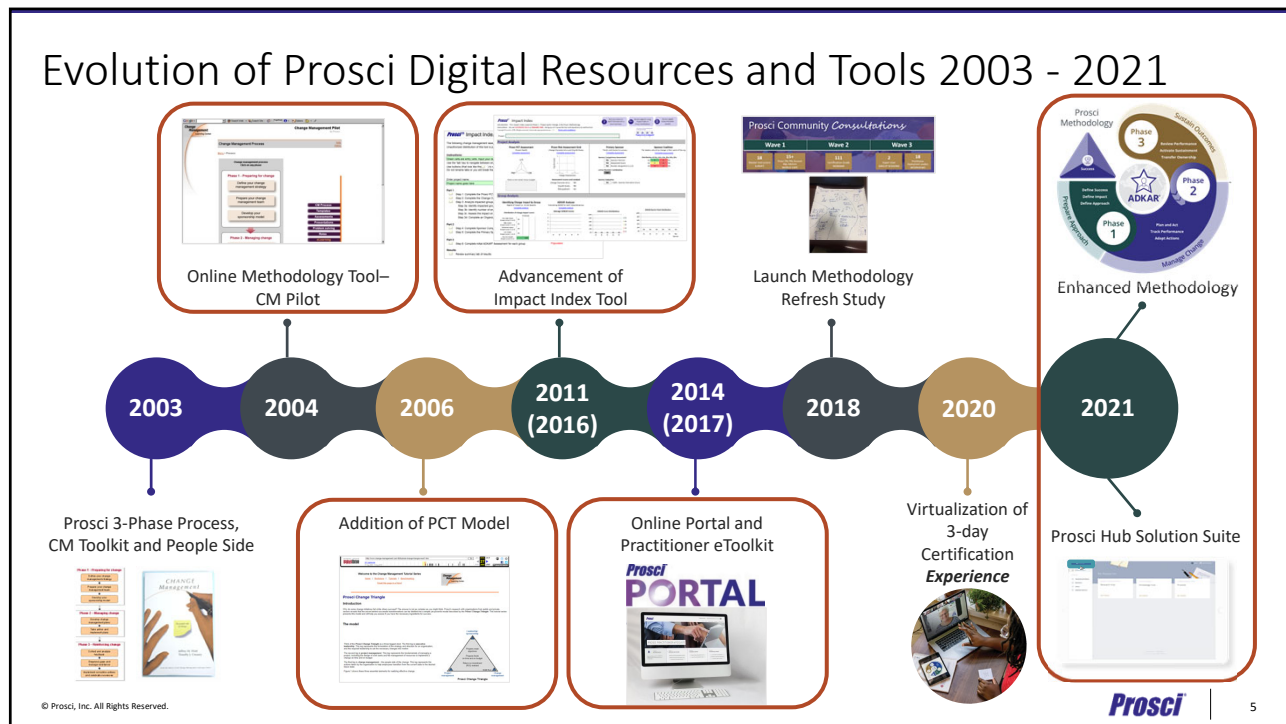
A visual model, from the point of view of the practitioner, that illustrates how to practically and actively engage in the change management discipline with Prosci

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Prosci Methodology takes what we know about people, change and results and organizes it into a simple repeatable process to achieve change success.

Prosci digital tools and resources activate research insights, build knowledge and skills, and support effective change management on projects and change initiatives.

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People choose Prosci as a *trusted partner* in change success because we keep people at the forefront of change.

We're continually developing better ways to manage the people side of change.

The circular diagram represents Prosci's 6 pillars of change management, arranged in a circle around a central globe icon. The pillars are: ATTUNEMENT TO MARKET (top), INDUSTRY LEADING RESEARCH (top right), ACTIONABLE INSIGHTS (bottom right), ELEGANT SIMPLICITY (bottom left), CAPABILITY EMPOWERING OFFERINGS (bottom left), and ATTUNEMENT TO MARKET (top).

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We Listened, We Learned, We Adapted

Enhanced Prosci Methodology and Tools



More Accessible

More Actionable

More Effective

Elevate Change Success

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Prosci Methodology is Designed to Elevate Change Success

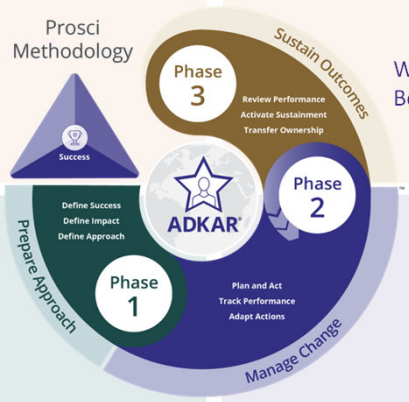
We Change for a Reason

Organizational Change Requires Individual Change

Organizational Outcomes are the Collective Result of Individual Change

We Apply Change Management to Realize the Benefits and Desired Outcomes of the Change

Prosci Methodology

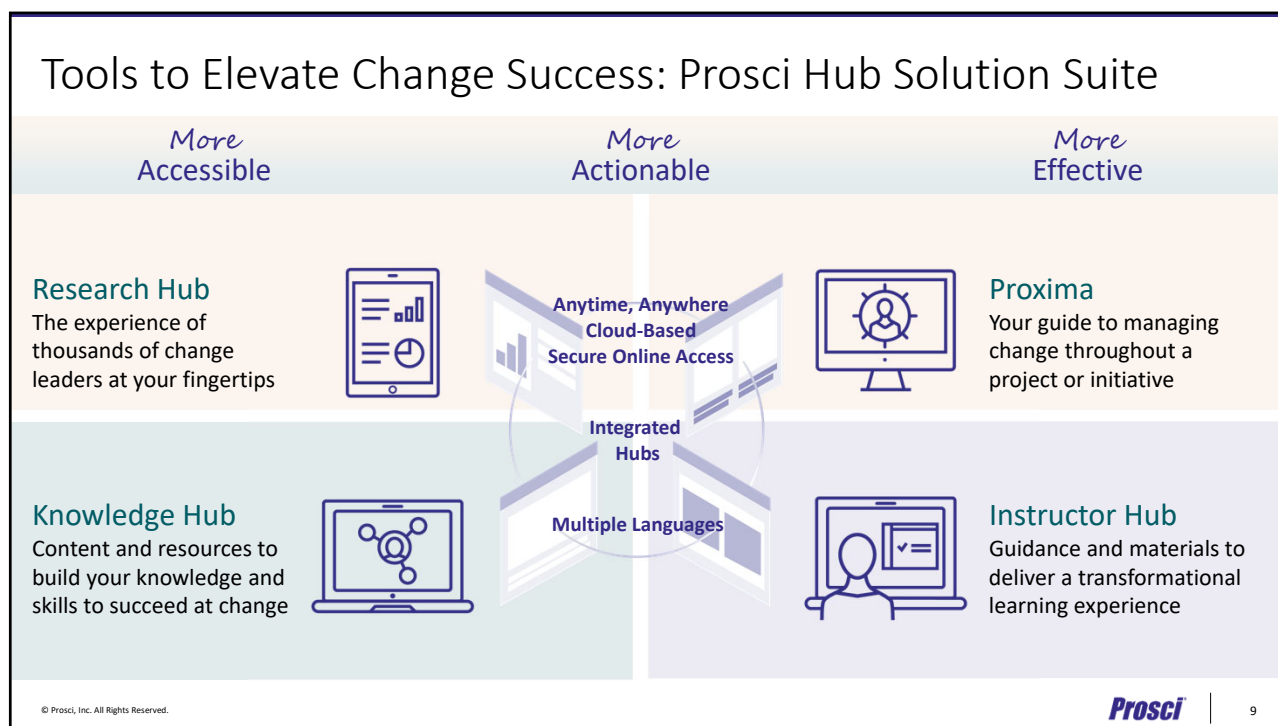


Change management is an enabling framework for managing the people side of change

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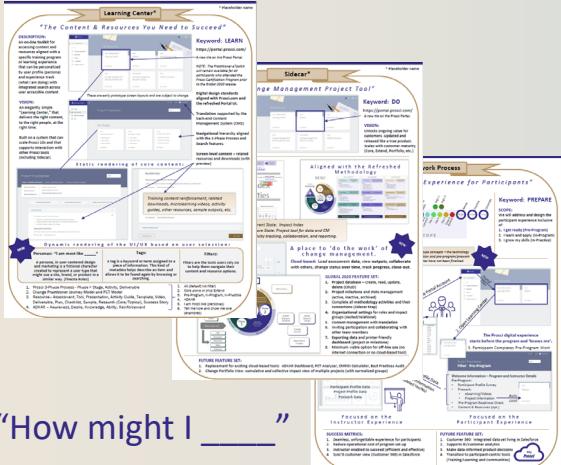
Create an Unforgettable Digital Experience: Usable and Useful

Technical Design Pillars <ul style="list-style-type: none">• Information Architecture• Data Privacy and GDPR• Sustainability• Continuous Improvement	User Design Pillars <ul style="list-style-type: none">• Accessibility/WCAG 2.1 AA• Global (Language Support)• Common Design Template• Visual Anchors
--	--

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Design Thinking: Empathy, Prototype, Test, Refine, Launch



“How might I _____”

Poster Session Prototypes
Placeholder Names
Story Maps
Feature Lists
Integration Requirements
UI/UX Standards

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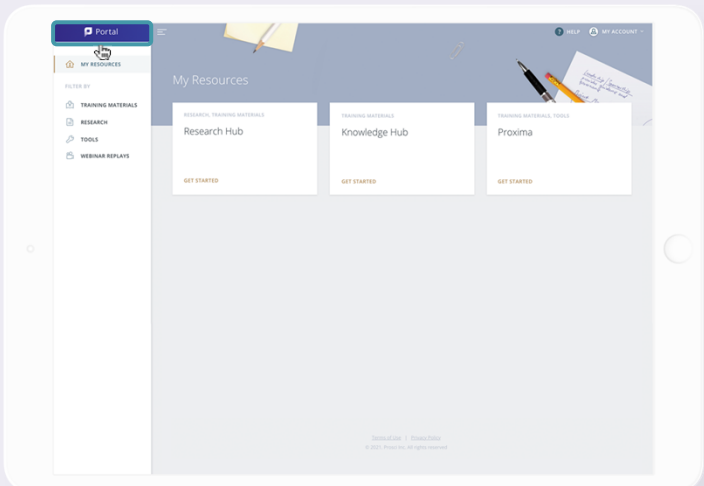
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Hub Solution Suite

Portal.Prosci.com


- Research Hub**
The experience of thousands of change leaders at your fingertips
- Knowledge Hub**
Content and resources to build your knowledge and skills to succeed at change
- Proxima**
Your guide to managing change throughout a project or initiative

Anytime, anywhere access via the Prosci Portal to digital content, resources and tools that help you excel in change management.



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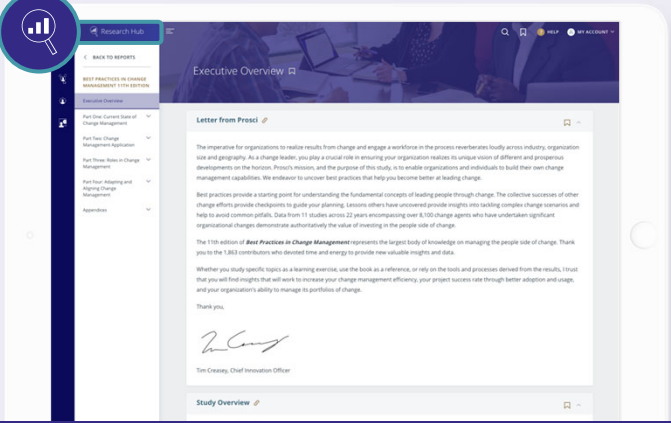


Research Hub

The experience of thousands of change leaders at your fingertips.

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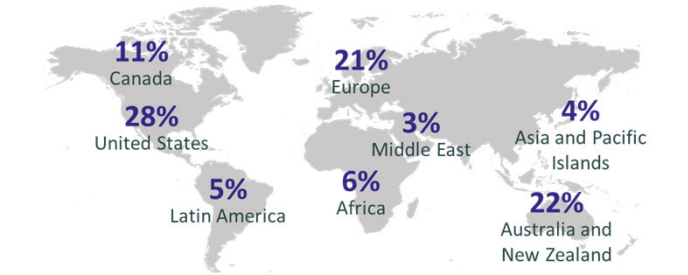
A single point of access to Prosci research, including core studies, topical studies, and relevant data across a broad array of topics.



Reference over 20 years of best practices, lessons learned and insights from thousands of change leaders around the world.


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Prosci, at Its Core, Is a Research Organization



Region	Percentage
Canada	11%
United States	28%
Latin America	5%
Europe	21%
Middle East	3%
Africa	6%
Asia and Pacific Islands	4%
Australia and New Zealand	22%

Study input from leading organizations around the world:



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Participants

Study	Participants
11th study – 2019	1,863
2017	1,450
2015	1,200
2013	1,000
2011	800
2009	700
2007	600
2005	500
2003	400
2000	300
1st study – 1998	102

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Real Lessons From Real Practitioners

- ✓ 44% of projects impact 1,000 or more employees
- ✓ 66% impact more than one division
- ✓ 89% impact business processes
- ✓ 55% expect significant increase in change
- ✓ 70% are nearing, at or past saturation point

Largest body of knowledge
on change management



Topics Studied

Advice for new practitioners

Agile

Aligning CM with other disciplines

Biggest obstacles

Change agent networks

Communications

Complementary roles

Complex change

Culture

Engagement

Global awareness

Greatest contributors

Integrating CM and PM

Job roles and locations

Justifying CM

Manager role

Measurement and metrics

Methodology

Organizational change capability

Readiness

Reinforcement

Resistance management

Resources and budgets

Saturation and portfolio management

Sponsorship

Sustainment

Team member attributes

Training

Trends in CM

Vertical industry customization

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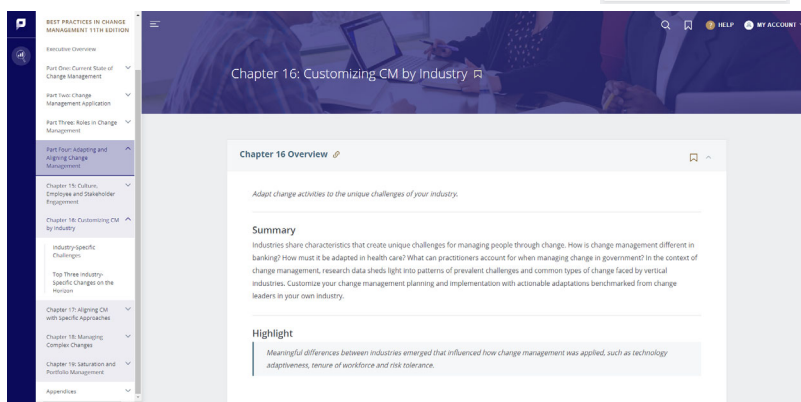
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Best Practices in Change Management – 11th Edition

Available in Two Formats



Print: 375 Pages



Electronic: Research Hub

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Advancing Your Practice Through Digital Resources and Tools

www.prosci.com/webinars

Your source for the largest body of knowledge on change management.

The screenshot shows the Prosci Research Hub interface. Callouts include:

- Go back to the Prosci Portal.** (Points to the 'BACK TO RESEARCH' button)
- Research Hub is the home for Prosci research.** (Points to the 'Research Hub' header)
- Collapse and expand the left navigation pane if needed.** (Points to the left sidebar navigation menu)
- You can search the research findings! Access search here.** (Points to the search bar)
- Bookmark key content on a page, then see your research bookmarks from the top of any page. Your bookmarks will display a location in the research, title, and a link to take you directly to the content.** (Points to the bookmark icon)
- Left navigation to drill down into each part of the research. Expand and collapse as needed using the up arrow and down arrow controls.** (Points to the expand/collapse arrows in the sidebar)
- Scroll down the content on each page and then navigate to 'Next' or 'Previous' page.** (Points to the 'NEXT' button)
- The Prosci Portal tile for Research Hub.** (Points to the 'Research Hub' tile at the bottom right)

<https://store.prosci.com/bookstore/research-tools.html>

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Knowledge Hub
Content and resources to build your knowledge and skills to succeed at change.

A single point of access to content and resources related to a specific Prosci training program or learning experience.

The screenshot shows the Prosci Change Management Practitioner Program Knowledge Hub interface. It features a sidebar with navigation options like 'Welcome to the Practitioner Program in Knowledge Hub', 'Foundation of Change Management', 'Phase 1 - Prepare Approach', 'Phase 2 - Manage Change', and 'Phase 3 - Sustain Outcomes'. The main content area displays a grid of cards for each phase, including 'Welcome to the Practitioner Program in Knowledge Hub', 'Foundation of Change Management', 'Introduction to the Prosci Methodology', 'Phase 1 - Prepare Approach', 'Phase 2 - Manage Change', and 'Phase 3 - Sustain Outcomes'. Each card lists key topics and includes a 'GET STARTED' button.

Transition from learning to application by understanding key concepts and building new skills to succeed at change.

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Access to Knowledge Hub: Attend a Prosci Training Program

Knowledge Hub

Content and resources to build your knowledge and skills to succeed at change.

ALL PROGRAMS

DELIVERING PROJECT RESULTS (DPR) WORKSHOP

ECM BOOT CAMP

EMPLOYEE ORIENTATION

INTEGRATING AGILE AND CHANGE MANAGEMENT WORKSHOP

LEADING YOUR TEAM THROUGH CHANGE

PRACTITIONER PROGRAM

SPONSOR BRIEFING

TTT LEVEL 1

TTT LEVEL 2

TAKING CHARGE OF CHANGE

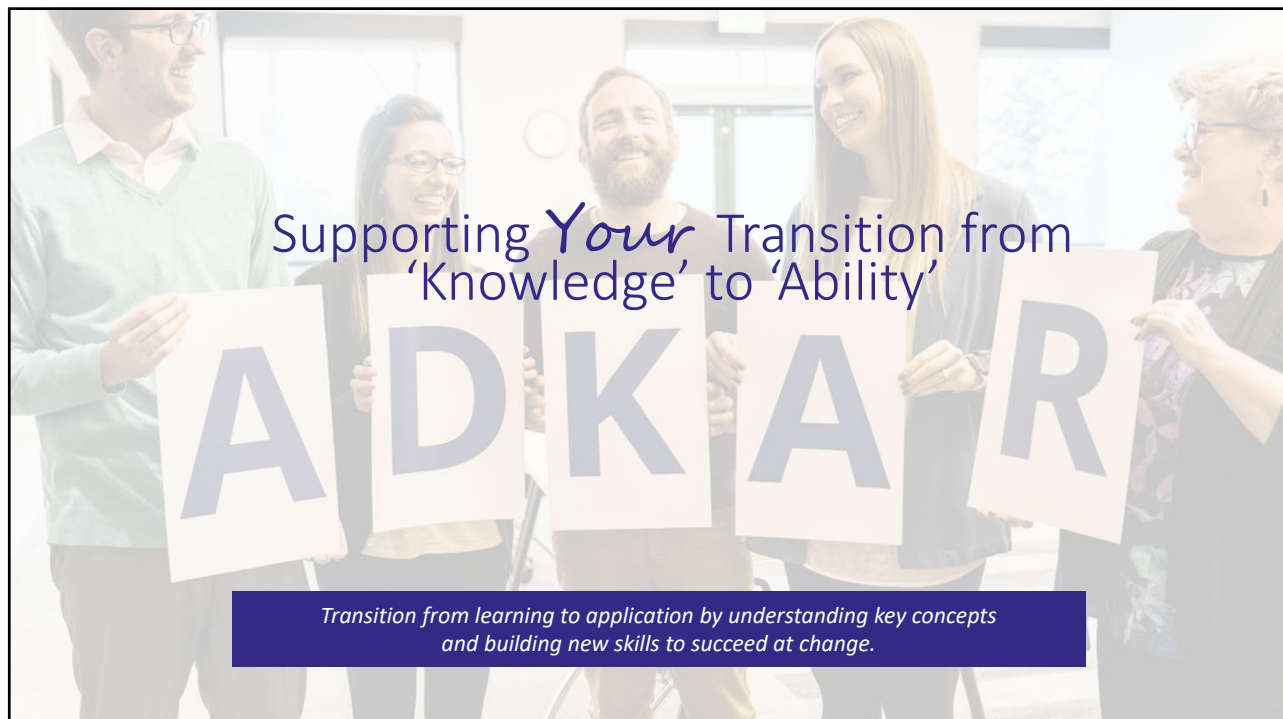
Demonstration:


Prosci's Change Management Practitioner Program - Knowledge Hub

Available to Prosci License Holders

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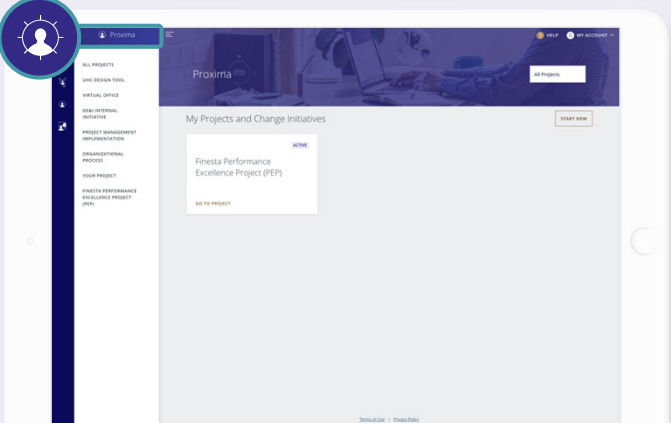
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Proxima
Your guide to managing change throughout a project or initiative.

A web application that guides you through the Prosci Methodology focusing on the people side of change throughout a project or initiative.



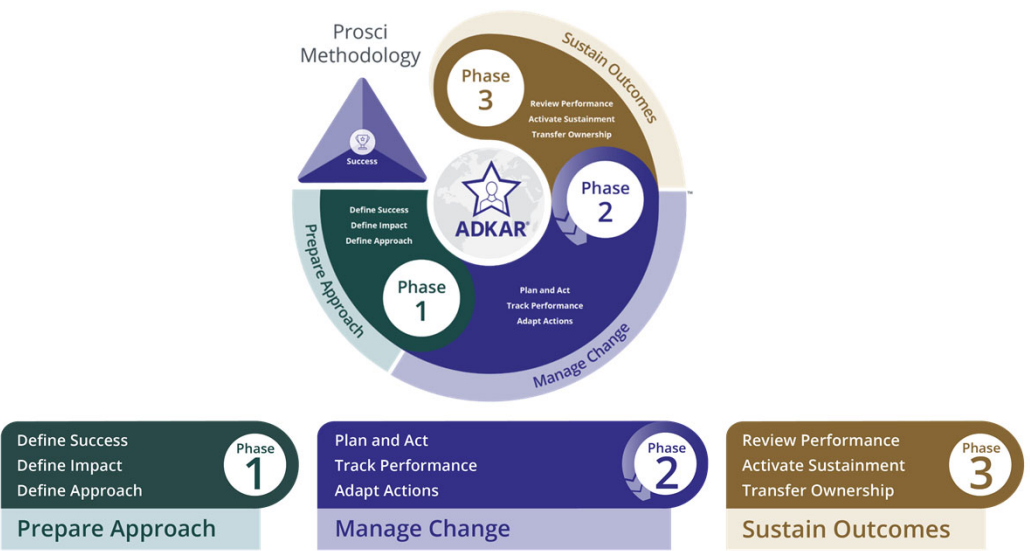
Achieve change success and deliver value to the organization by following a structured, adaptable and repeatable approach.

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Prosci Methodology and Prosci 3-Phase Process



Prosci Methodology

Phase 1: Prepare Approach
Define Success
Define Impact
Define Approach

Phase 2: Manage Change
Plan and Act
Track Performance
Adapt Actions

Phase 3: Sustain Outcomes
Review Performance
Activate Sustainment
Transfer Ownership

ADKAR

Success

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Proxima Follows the Prosci 3-Phase Process: “Best Next Steps”

Deliver more successful change outcomes.

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Access to Proxima: Attend a Practitioner Program or ‘MAP’

Proxima
Your guide to managing change throughout a project or initiative.

Prior to Delivering Training - 07-Apr-2021

PCT Model Overview

The Prosci Change Triangle (PCT) Model is a simple but powerful framework for understanding the four critical aspects of any successful change effort:

- Success:** clarity on the aim or purpose of the initiative.
- Leadership/ownership:** provides strategy, direction and guidance.
- Project management:** addresses the technical side of change by designing, developing and delivering the solution.
- Change management:** addresses the people side of change by enabling people to engage, adopt and use the solution to achieve results and outcomes.

The PCT Assessment can be used to position your project for success by assessing project health across the four critical aspects at a point in time. Please complete the assessment for the project you are bringing to the program.

Rank each factor on a 1-3 scale: 1 = inadequate, 2 = adequate, 3 = exceptional

PCT Assessment Results

Leadership/ownership

Project Management

Change Management

Success

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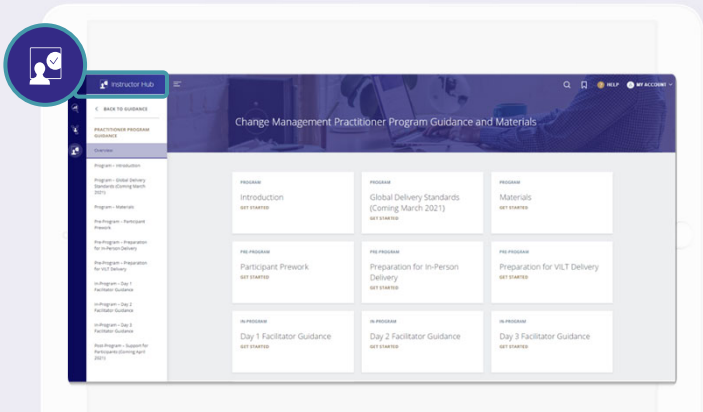


Instructor Hub

Guidance and materials to deliver a transformational learning experience.

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A single point of access to facilitation guidance and materials to deliver Prosci training programs.



Follow global delivery standards ensuring a seamless delivery experience for instructors and a transformational learning experience for participants.

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Master Instructors



Train-the-Trainers



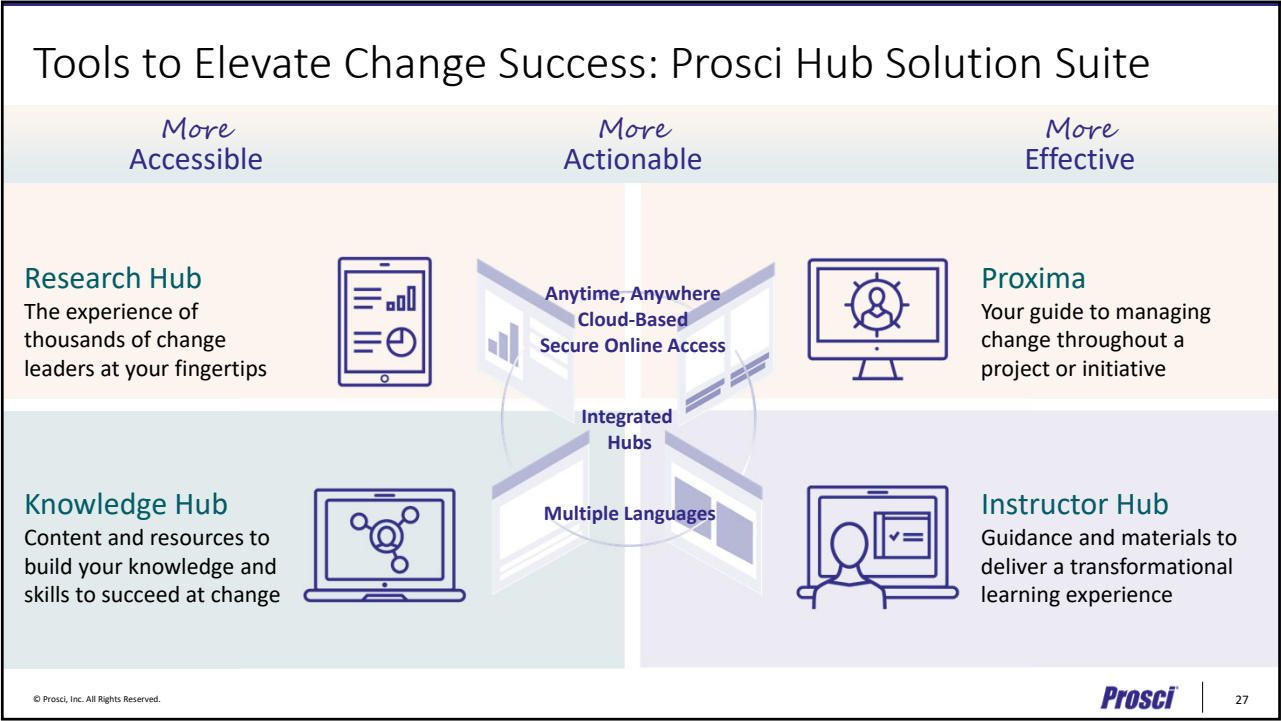
Prosci Certified
Advanced Instructors



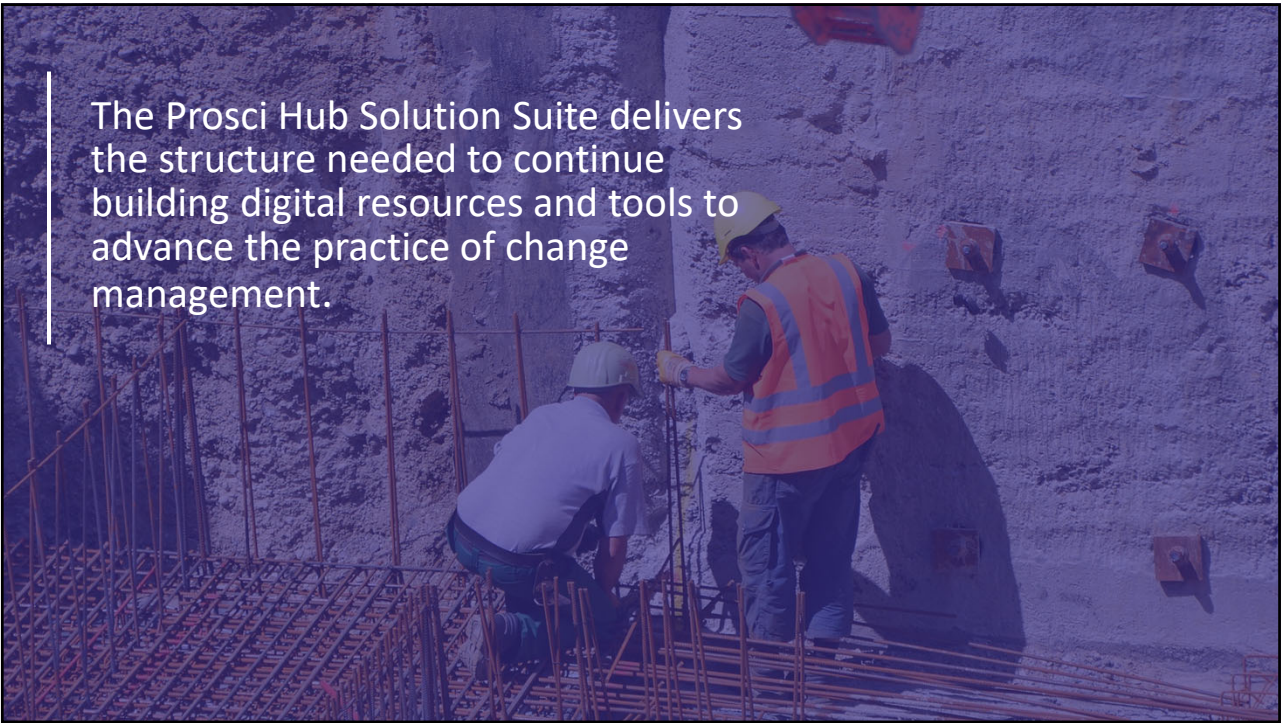
Instructor Hub is designed for *all* instructors

Guidance and materials to deliver a transformational learning experience.

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