



Prosci[®]
PEOPLE. CHANGE. RESULTS.

Create Your Own Change Management
Webinar with Tim Creasey: A Fireside Chat

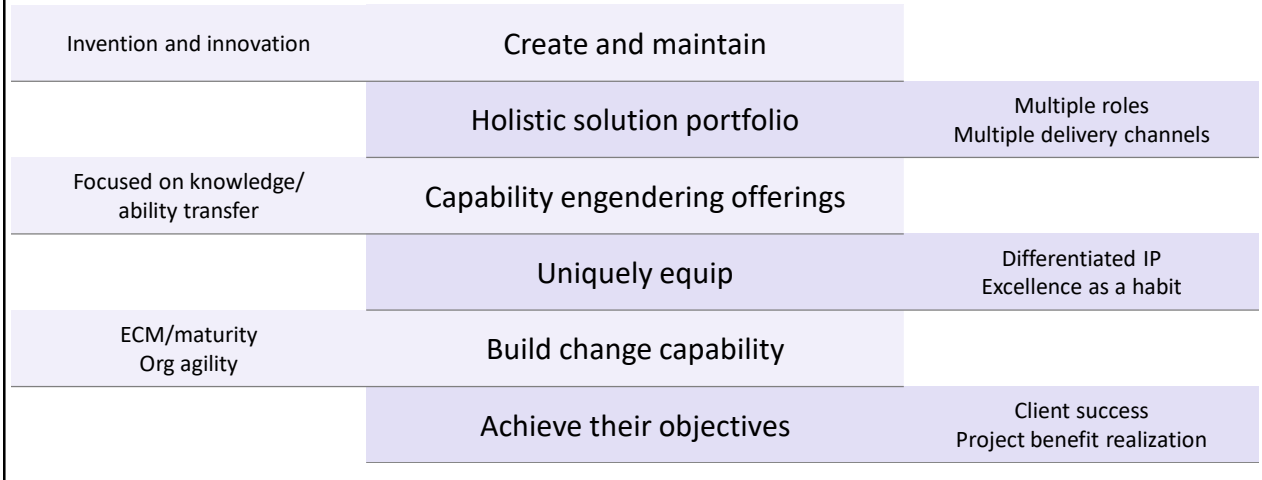


Prosci Development Foundation
Topic Selection
Fireside Chat

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Prosci Development Purpose Statement

- To create and maintain a holistic solution portfolio of capability engendering offerings that uniquely equip clients to build change capability and achieve their objectives.



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Prosci Development Approach

- 3-Phase Process
- Impact Index
- ADKAR
- Training
- Portfolio
- Scorecard
- Agile
- Change-Enabling Systems
- Sustainment



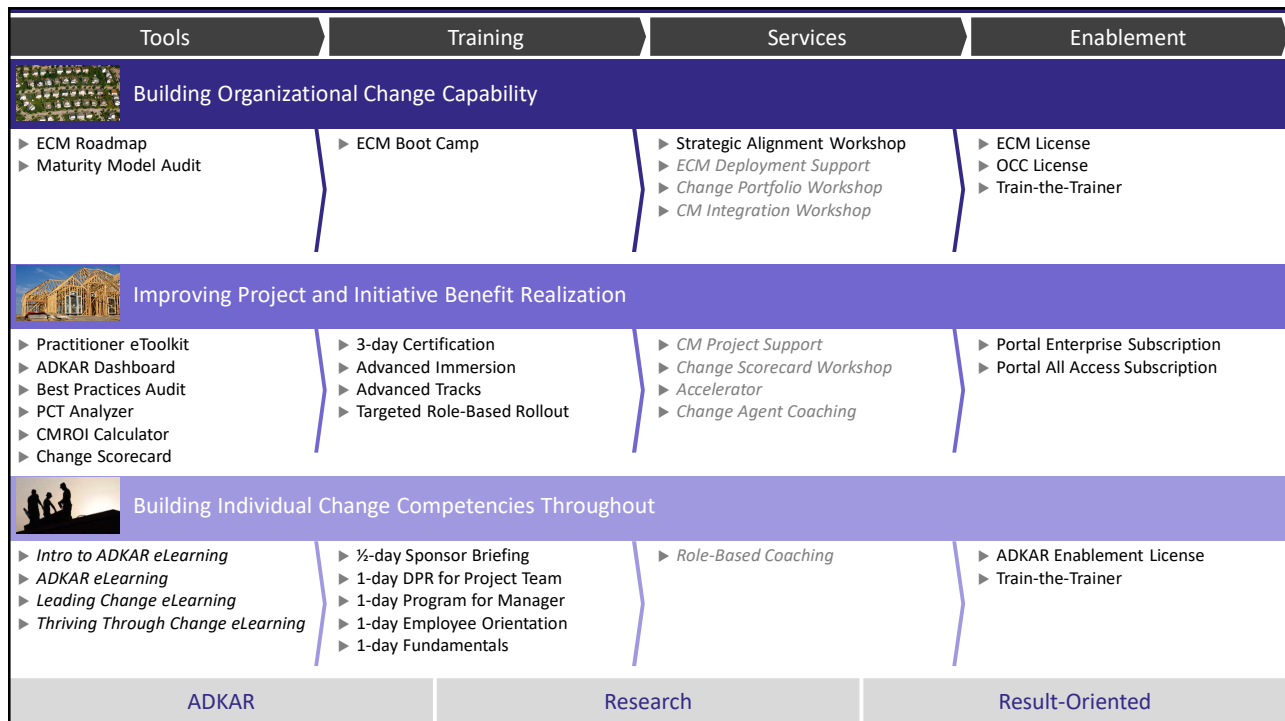
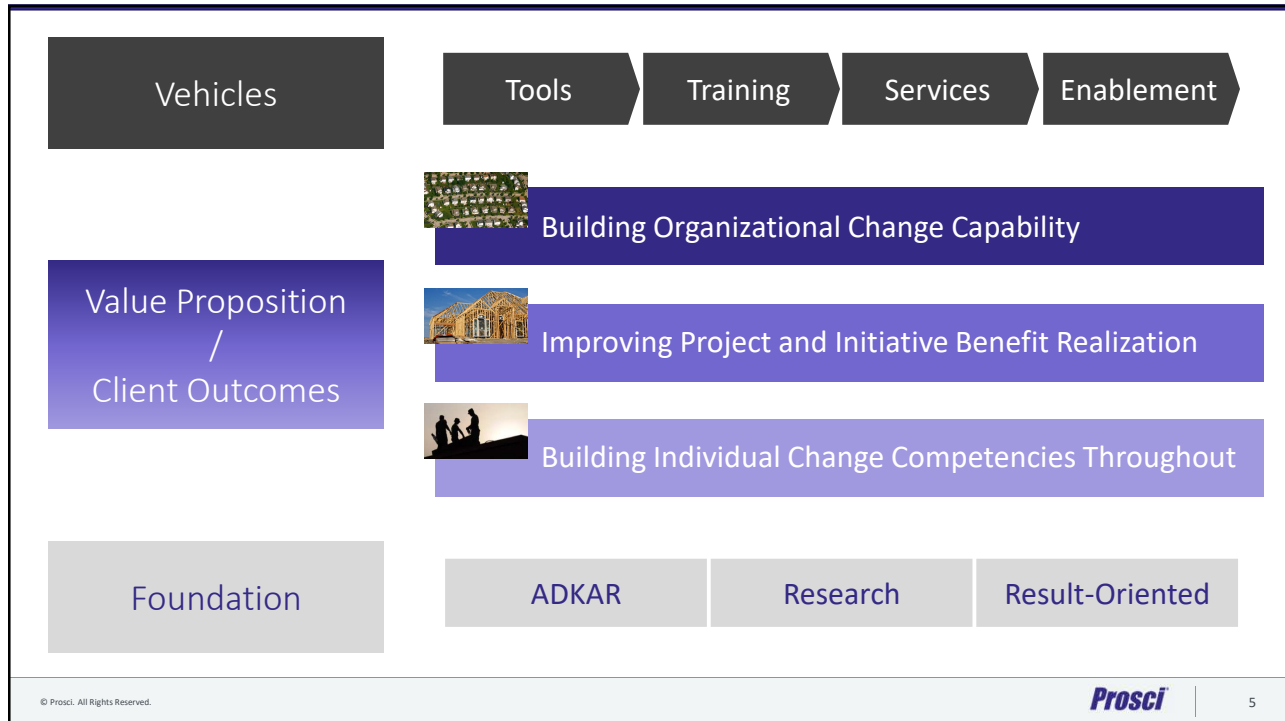
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Fireside Chat with Tim Creasey

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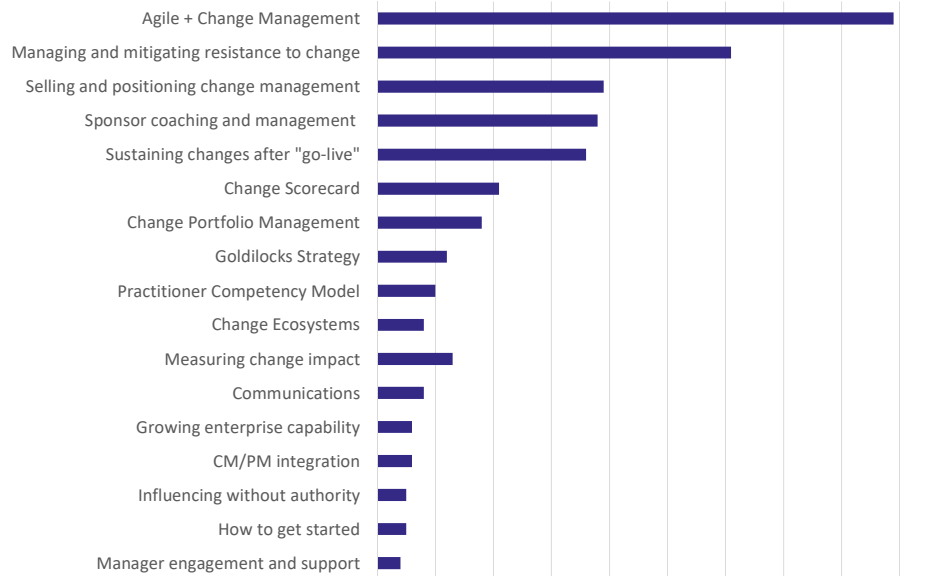




Initial Topic List

- Managing and mitigating resistance to change
- Sustaining changes after "go-live"
- Agile + Change Management
- Sponsor coaching and management
- Change Scorecard
- Change Ecosystems
- Selling and positioning change management
- Change Portfolio Management
- Goldilocks Strategy
- Practitioner Competency Model

Topic Analysis from Registration



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Topic Selection Poll

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Agile + Change Management

PART 1

Change management
IN
Agile

PART 2

Change management
when moving from waterfall
TO
Agile

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How Prosci helps you succeed:

- Agile+CM Research Report
- Agile Workshop
- Oct 18, San Fran
- Dec 3, Prosci HQ Fort Collins, CO
- ###
- Roadshow Retrospective
- Agile blogs
- Webinar replays on the Prosci Portal

Managing and mitigating resistance to change

 **NEW RESEARCH**

- Keys to resistance management
- Planning for resistance management
- Addressing resistance
- Constructive resistance
- Resistance and saturation

COMING IN SEPTEMBER

How Prosci helps you succeed:

Managing Resistance Research Report (Sept 2018)

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Selling and positioning change management



Context



Problems



Language

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CM Business Case Template

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Sponsor coaching and management

	Have	Don't have
Sponsors	<ul style="list-style-type: none"> ✓ Authority ✓ Credibility ✓ Strategy ✓ Relationships 	<ul style="list-style-type: none"> ✓ CM expertise ✓ Time to figure action steps out
Practitioners	<ul style="list-style-type: none"> ✓ CM expertise ✓ Methodologies ✓ Tools & processes ✓ Pulse of org 	<ul style="list-style-type: none"> ✓ Authority ✓ Credibility ✓ Relationships



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Prosci Sponsor Briefing

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Sustaining changes after "go-live"

NEW RESEARCH

- Sustainment highlights
- Sustainment ownership
- Planning for sustainment
- Sustainment activities
- Support for sustainment
- Defining success



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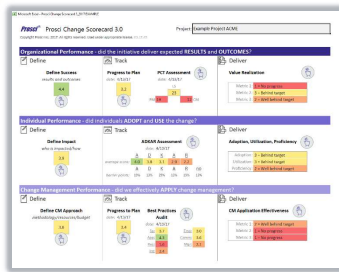
Reinforcing and Sustaining Change Outcomes Research Report (Sept 2018)

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Change Scorecard



Organizational Performance			Results and outcomes
Define Success	Progress to Plan (tech side) PCT (over time)	Value Realization	
Individual Performance			Adoption and usage
Define Impact	ADKAR Progress (ADKAR Dashboard)	Adoption Utilization Proficiency	
Change Management Performance			Effective CM
Define CM Approach	Progress to Plan (people side) Best Practice Audit	CM Application Effectiveness	

Clarity
Alignment
Focus

- ✓ Make application easy and purpose-driven
- ✓ Slice through the complexity of change
- ✓ Tell the story of change progress with data and tools
- ✓ Get sponsors to listen and taking positive action
- ✓ Demonstrate CM is worthwhile and necessary

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Scorecard Workshop

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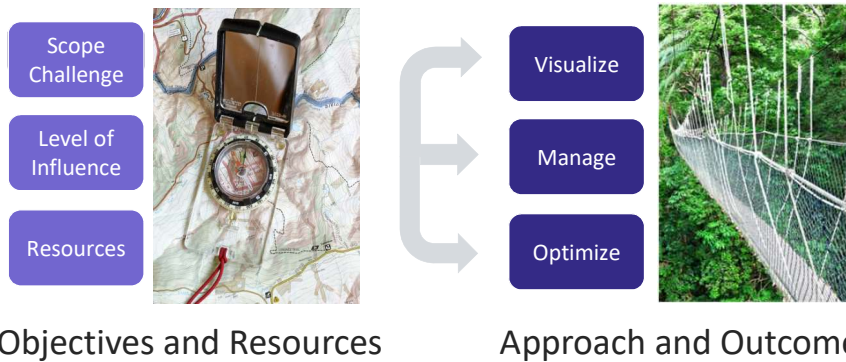
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Change Portfolio Management



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Portfolio Dashboard

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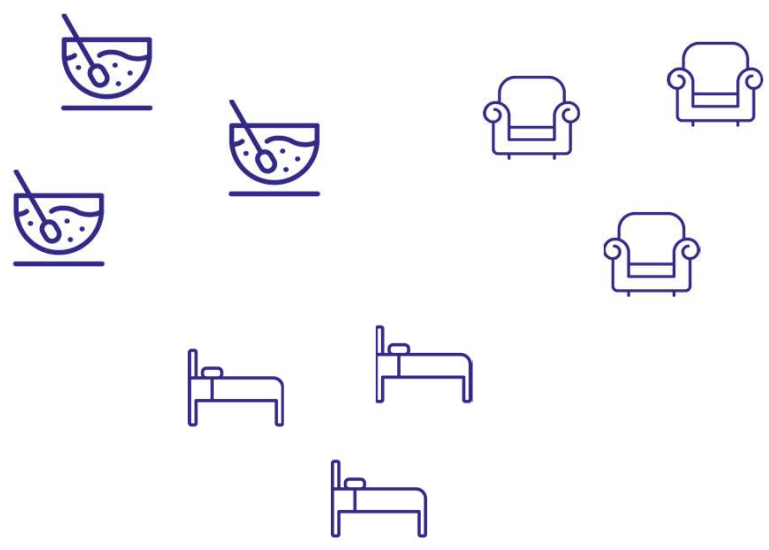
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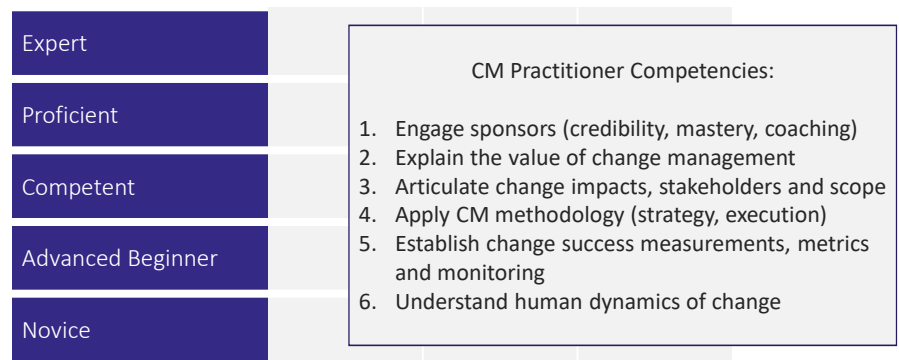
Goldilocks Strategy



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Practitioner Competency Model



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- Prosci 3-Day Certification
- Experienced Practitioner
- Advanced Immersion
- Advanced Certification Tracks
- Accelerator: Virtual Coaching

Based on Dreyfus' Skill Acquisition Model

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Change Ecosystems

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Workshop

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Measuring change impact

For your project, estimate the percent of overall results and outcomes that **depends on** employee adoption and usage:

depends on adoption and usage

invested in adoption and usage

How much are you **investing** (budget, people, energy) in driving and supporting employee adoption and usage:

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CMROI Calculator

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CM/PM integration

Project Management
Technical Side
 Design
 Develop
 Deliver

Results **People** **Processes** **Tools**

Change Management
People Side
 Embrace
 Adopt
 Use

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Delivering Project Results: CM Workshop for PMs

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Growing enterprise capability

ECM Current State

How we manage change today

ECM Transition State

How we will get there

ECM Future State

How we want to manage change

Maturity Model

Level 5	Organizational Competency
Level 4	Organizational Standards
Level 3	Multiple Projects
Level 2	Isolated Projects
Level 1	Ad hoc or Absent

Maturity Model Scores

ECM Strategy Map

ADKAR

Standing in the future

Objectives | Goals | Metrics

Maturity Model Scores

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Strategic Alignment Workshop

ECM Boot Camp






Maturity Model Audit

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Manager engagement and support

Each of the CLARC Roles Drives Individual Change Through ADKAR

	A	D	K	A	R
 Communicator	Answer why, why now, what if, my impact				
 Liaison					Results and feedback
 Advocate		Demonstrate commitment			
 Resistance Manager		Identify and address root causes			Celebrate and sustain
 Coach			Support "know how"	Support execution	

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Prosci Program for Manager

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Prosci Solutions

Delivering organizational results by catalyzing individual transitions

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Build individual change competencies
 Apply change management on initiatives
 Embed organizational change capability