



Improv Change Management

THE POWER OF CHANGE MANAGEMENT

You Need:

CHANGE MANAGEMENT

Your organization needs to make a critical change. You have a vision for those changes, but your people lack enthusiasm for that vision.

STEP 1: DEFINE SUCCESS

This is the first step in a change management strategy. In this phase we determine your organization's specific Workforce Management (WFM) goals, the employees that need to be trained on the new software, and what user adoption in your specific organization looks like to you.

STEP 2: ASSESS THREATS

It's human nature: Change introduces friction in any organization. That's why effective change management includes identifying potential obstacles such as corporate or personal discord.

STEP 3: PLAN FOR SUCCESS

Determine an executable, detailed Change Roadmap, which recognizes the unique challenges of your organization and identifies the best opportunities to overcome them. Make sure the tempo of technical rollout matches your organization's capacity for growth, and target communication and training to surmount potential blockers.

STEP 4: COMMUNICATE WELL

The best way to help employees deal with change — and get behind it — is through honest, transparent, and empowering communication. A strong communication strategy should include:

- **Communication Planning:** Determine what to communicate and with whom
- **Information Distribution:** Determine when to communicate
- **Performance Reporting:** Collect, distribute, and share progress and forecasting
- **Administrative Closure:** Gather and distribute key information to mark and celebrate project phases

STEP 5: PRIORITIZE TRAINING

Effective training is an important piece of change management. A comprehensive training strategy includes a training plan, resources, educators and a curriculum.

Improv's Change Management experts will help you develop custom training programs that engage your employees in ways that speak uniquely to your culture.

*The Kronos Creatives.
We See What's Possible.*

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The team at Improv can help with all the issues that arise (and often sabotage) the implementation process. Our experienced team of Change Management professionals will link arms with you to champion a successful implementation.

Let's talk today!