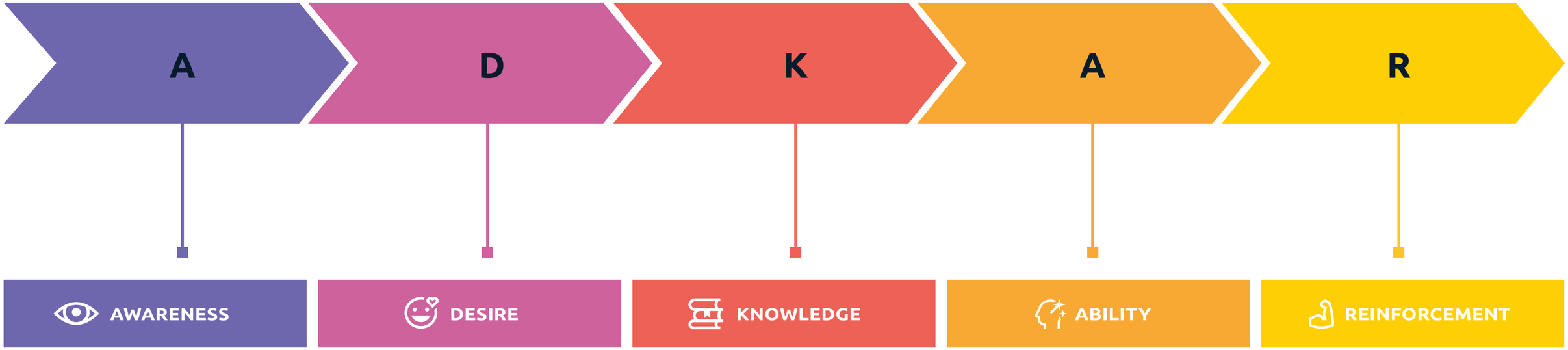
THE ADKAR CHANGE MANAGEMENT MODEL



› **Announce** change early to employees in a considered and deliberate way.
› **Explain** the reasons behind the change, pain points and expected ROI. Make it relevant to them.
› **Give** everyone a chance to feedback, ask questions and suggest ideas.

› **Gauge** the reaction and appetite to change - and do something with the data.
› **Choose** champions and advocates who will help you drive it.
› **Address** concerns and resistance and show willing to listen and make change because.

› **Provide** adequate, relevant and engaging training.
› **Fill** skill gaps and areasof concern. Make it relevant, useful and aligned to workload.
› **Provide** resources, information and tools to help put the change into action.

› **Run** practice sessions and runthroughs to test with teams and iron out issues.
› **Set** achievable and realistic goals and stagger them through the change.
› **Adjust** process and systems accordingly to fit with the change.

› **Monitor** change at a macro, team and micro level with effective feedback loops.
› **Reward** engagement in the process with incentives and recognition.
› **Keep** channels of communication open and share successes and challenges openly.

ENABLEMENT ZONE

ENGAGEMENT ZONE

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