

# Change Management Services

## Change Management:

*An enabling framework for managing the people side of change to drive speed of adoption, utilization, and proficiency to achieve desired outcomes*

At Kognitiv, the success of projects is more than simply ensuring the technology is deployed and functioning. We want our clients to see the desired speed of adoption, system utilization and maximize the return on their investment from a people perspective.

## Why Change Management?

Including effective change management strategies and tactics leads to projects being 6X more likely to achieve their objectives. \*Along with being more likely to stay on or ahead of schedule as well as stay within or under budget.



Increase probability of project success



Manage employee resistance to change

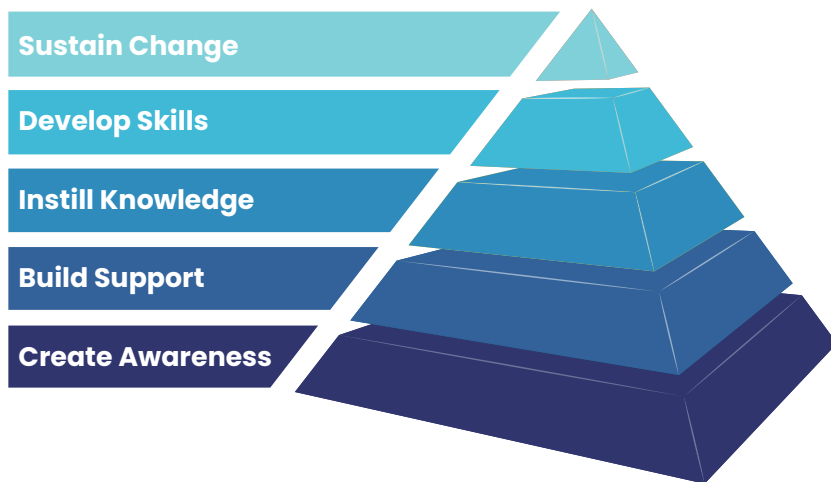


Capture people-dependent ROI



Build change competency into the organization

\*Prosci 2020 Benchmarking Data from 2007, 2009, 2011, 2013, 2015, 2017, 2019



## Build Commitment to Change

Project success is more than deploying the technology and having it function. It's also about ensuring that the change(s) are sustained after implementation. To reach that goal of sustainment, several other pieces need to be in place as its foundation.

## The Kognitiv Approach



**CH**anges come in all shapes and sizes, so let's scope yours and customize a plan



**AN**alyzing the change impacts results in plans to drive communications and training



**G**aining leadership and organizational alignment and support is critical



**E**xcelling at delivering against the plans contributes to overall project success

# Change Management Workshop

Just as you've planned for your Workday project, planning for the changes it will create is equally as important. Understanding what is and is not changing, who will be impacted and by how much as well as identifying champions, any potential resistance along with approaches to ensure organization readiness are critical inputs to a comprehensive Change Management Plan.

Complete your Change Management plan through a change workshop with Kognitiv. Our expert Change Consultants will engage with your team to plan, facilitate, and deliver a customized change management plan.



## Kognitiv's Change Workshop includes:

### 1. Facilitated Change Workshop (100% virtual)

- Agenda:
  - Project Health
  - Scope the Change/Change and Impact Assessment
  - Plans for managing Risk, Stakeholders/Sponsors, Communications, Training, Adoption & Measurement

### 2. Change Management Plan consisting of

- Plan overview for reference and internal communication purposes (PowerPoint)
- High level task list to support delivery of the overall plan (Excel)

*A Kognitiv Change Workshop is a requirement to utilize change management consulting through the project.*

## Change Management Consulting

	Support	Partnership	Engagement
	Client has expertise and resources available to execute change management plan and will not need significant Kognitiv support.	Client has some expertise and/or resources to execute the plan, however, would like Kognitiv as a partner through the plan.	Client does not have expertise and/or resources available and needs Kognitiv to lead the change management plan.
<b>Identify Changes and Impacts</b>	Client owns identifying changes and impacts along with adjusting CM Plan accordingly	Client owns identifying changes and impacts along with adjusting CM Plan accordingly	Kognitiv assists in identifying changes and impacts along with adjusting CM Plan accordingly
<b>Workstream Meetings</b>	Client leads their meetings; Kognitiv attends for up to X months based on the size of the project	Kognitiv co-leads weekly 30 min mtgs for up to X months based on the size of the project to consult and guide client through plan execution	Kognitiv leads weekly 30 min mtgs for up to X months based on the size of the project to consult and guide client through plan execution
<b>Communications</b>	Templates provided for Client use.	Kognitiv delivers drafted communications for client to edit/finalize. <i>Client owns delivering.</i>	Kognitiv delivers communications with one round of edits based on client review. <i>Client owns delivering.</i>
<b>Training</b>	Templates provided for Client use. <i>Client owns delivering.</i>	Kognitiv delivers training items for client to edit/finalize. Client leads/delivers training; Kognitiv attends as support for virtual instructor led training	Kognitiv delivers training resources in with one round of edits based on client review. Kognitiv co-facilitates virtual instructor led training
<b>Adoption &amp; Reporting</b>	Client owns identifying and delivering the activities along with reporting.	Kognitiv will partner with client in identifying adoption activities. Client owns delivering the activities and reporting using the provided dashboard job aid.	Kognitiv will partner with client in identifying adoption activities and deliver an Adoption Dashboard. Client owns leading the adoption activities.

