

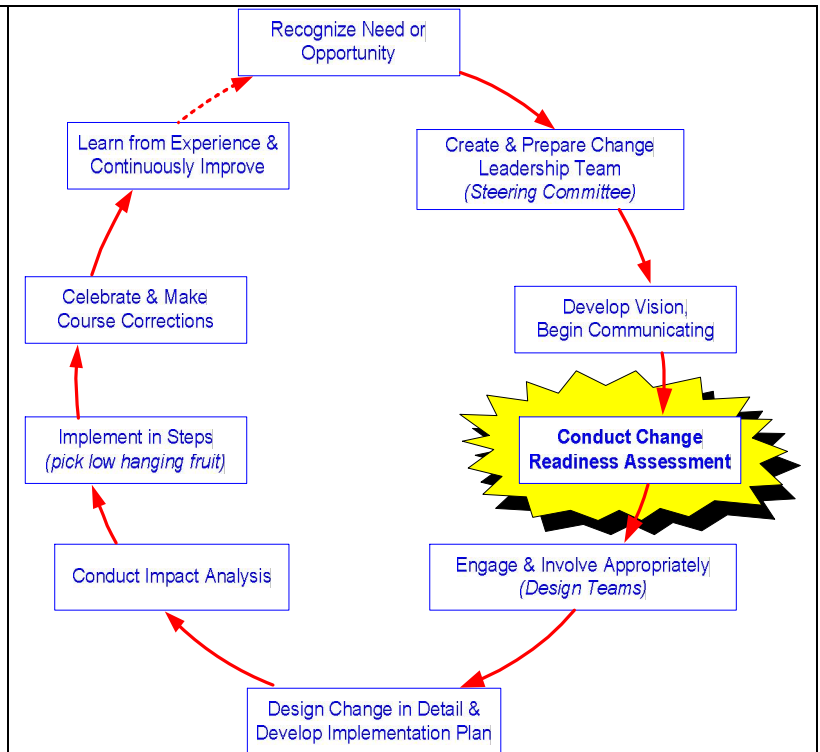
KLR Change Readiness Assessment

Change management is a critical, though often overlooked, element in organizations today. It focuses on the human side of change helping people understand, accept and commit to new ways of working. Change management involves a process of creating a common vision, assessing the current state, designing the desired state, establishing new behaviours and working towards implementing the change. A key early step in the change process is the change readiness assessment.

Overview of KLR Change Process

KLR avoids the challenge of failure through our proven change management methodology. This methodology is a common sense approach to moving through the change process. It represents a series of steps aimed at achieving the ultimate change.

Each step has one or more concrete deliverable. Effective change efforts involve working through these steps and learning from the process.



What is a Change Readiness Assessment?

A tailored process to determine the levels of understanding, acceptance and commitment likely to effect the success of the planned change. An assessment should answer:

- How will people respond to the contemplated change?
- To what extent will they “own” the contemplated change?
- Where might there be pockets of resistance to the change?
- What are the systemic or cultural barriers to the effective implementation of the change?
- What strategies and methods should we employ to minimize resistance, reduce barriers and promote ownership of the change?

You Know the System will Work, But ...

- Will your organization work the system – are people:
 - Ready for Change?
 - Willing /Open to change?
 - Able – Skilled?
- Is the change aligned to:
 - Strategy?
 - Other processes and policies?
 - Existing roles and boundaries?
- Is the change congruent with:
 - Norms?
 - Values, attitudes and beliefs?
- Does the sponsor, person/team responsible for the change, know:
 - How to devise strategies/methods for dealing with these issues?
 - How to develop a change management annex or section as part of a project plan?
 - How to really breathe life into the change management plan?

Typical Steps in a KLR Change Readiness Assessment

| Step | Methodology | Deliverable |
|--|---|---|
| Understand Context and Scope of Change | Meet with sponsor and key players | |
| Design the Assessment | Outline key data needed, sources of data, collection instruments | Protocol for conducting Change Readiness Assessment |
| Collect and Analyze Data | Could be structured interviews, focus groups, questionnaire, archival data or any combination of these depending on scope and magnitude of change | Summarized and themed assessment data |
| Feedback and Interpret Data | Summarized data fed back to sponsor and/or key players. Group interpretation. | Conclusions and implications for change management strategies |
| Action Planning | | Key strategies and methods for change management annex or section of project plan |

Need More Information?

Please call (604) 294-2292 or e-mail at sales@KLR.com or on the web at www.KLR.com