

CHANGE READINESS ASSESSMENT

IS YOUR ORGANIZATION READY TO ACCEPT CHANGE?

lamarsh and associates, inc.
consulting services for changing organizations



People have a choice on whether to change or not...

You may have delivered a series of communications, just announced an exciting project, or are charged with a painful implementation, yet those people who are required to change just “don’t get it.” As a change agent, you may be expected to manage all aspects of the project – including the people. If your organization is not ‘onboard’ with you, if your leadership is not engaged, you are set up for failure.

The L&A Change Readiness Assessment is a proactive way for you to understand who might resist, how they might resist, and what impact that resistance could have on your change. This data will help you manage expectations, increase participation, develop effective sponsorship and leadership visibility, maximize your resources, and gain the project benefits earlier than planned.

Purpose: To determine the amount, type, and degree of resistance within the organization.

Objectives:

- Identify the key stakeholders and major groups of people affected by the change.
- Evaluate the potential sources of organizational resistance.
- Gather data and feedback about the project from the perspective of those who are required to change.
- Determine the type and degree of risk to the project.
- Strengthen project viability by recommending organizational change action steps and project recommendations.

Participants: Project stakeholders, leaders as sponsors of the change, change agents, Project Managers, project team members, end users, selected representatives from those who are required to change (e.g. vendors, customers, employees).

Prerequisites: None. In order to complete a thorough assessment, it is necessary to hold several interviews with selected representatives from the organization. Therefore, the target dates and schedule are subject to availability.



CHANGE READINESS ASSESSMENT

An L&A Consultant, working with project team leadership and selected members of the organization will complete the Change Readiness Assessment to determine the amount, type, and degree of resistance within the organization.

- | | |
|--|---|
| <p>1. Preparation: Project orientation and preliminary data gathering to clarify the expectations, process, and logistics required to complete the Change Readiness Assessment.</p> <p>Activities will include:</p> <ul style="list-style-type: none">• Facilitate Kick-off Meeting with project leadership to clarify their expectations, provide information about the assessment process, and illustrate an example of a Change Readiness Report. Based on the results of this meeting, the scope of work may be altered as required.• Review project business case, project methodology, roles & responsibilities, status reports, and deliverables to-date. | <p>4. Data Consolidation and Analysis: Organize data and perform analysis on your unique barriers, issues, trends, and patterns for degree of risk and prioritization.</p> |
| <p>2. Data Gathering: Identify key stakeholders and major groups of people affected by the change.</p> <ul style="list-style-type: none">• Determine who will participate in the Change Readiness Interviews.• Prepare interviewees with preliminary information.• Set up logistics and interview method.• Prepare customized interview questions. | <p>5. Development of Change Readiness Report: Integrate findings and recommendations into a report identifying the organizational change management issues and risks.</p> <p>Report will include:</p> <ul style="list-style-type: none">a. Executive Summary highlighting strengths and primary risksb. Specific issues and findingsc. Recommendations |
| <p>3. Interviews: Conduct Change Readiness Interviews with selected representatives.</p> | <p>6. Present Report: Provide report to key project leadership for discussion and feedback. Provide Change Management Action Plan Template to begin the process of deciding which recommendations to implement with tasks, owners, and timelines.</p> <p>7. Debrief: After an agreed upon timeframe following the delivery of the report, provide follow-up consultation on the progress of implementing the recommendations.</p> |

CHANGE READINESS ASSESSMENT LOGISTICS

The duration of L&A Assessments vary with the scope and complexity of the particular project.

Factors that will determine the duration and costs of a Managed Change™ Change Readiness Assessment are:

- The magnitude of the change (number of Targets affected)
- Complexity of the change (departments/Sponsors affected)
- The planned duration of the project (number of months)
- The type of project (ERP, Re-org, CRM, M&A, Supply Chain, Sarbanes-Oxley, Class A, etc.)
- The available change management assets (if any)

Timing: Between 3-10 days

Location: Client Site

Estimated Cost: \$ 10,000 - \$ 33,000 plus Travel & Living Expenses

WHO IS LAMARSH & ASSOCIATES?

We are a world leader in change management consulting and learning services. We help our clients deliver the results and benefits expected from business change like those driven by technology or a merger/acquisition. Our goal is to help our clients reduce resistance and make it easier for their people to change. Through our commitment to knowledge transfer, we empower our clients to become their own internal change management resources.

Our services include cutting-edge web-based e-learning, a complete step-by-step consulting methodology, a multi-level competency development program, unparalleled project consulting and executive coaching. We invite you to join companies from around the world across a variety of industries and lines of business who already experience the value and power of the Managed Change™ approach.

For more information, contact:

Lew Lash

Director of Business Development

262-236-0899

llash@lamarsh.com