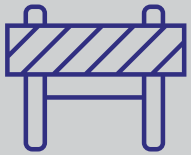
Quick-Start Guide for Applying ADKAR® to Today's Change Challenges

Prosci
PEOPLE. CHANGE. RESULTS.™

The adoption challenge: to help your employees to

seamlessly shift energy, time, and mind share as nimble contributors

	A	D	K	A	R
What are the biggest restraining forces you anticipate? 	"Misinformation and uncertainty" 1. Fear 2. Misinformation, rumors, gossip and fake news 3. Feeling overwhelmed by the volume of communication and information 4. Distrust in leadership 5. Fatigue and stress	"Company not focusing on the individual benefit of the change" 1. Fear – general anxiety and uncertainty 2. Fear of job loss 3. Change fatigue and saturation 4. Selfishness 5. Mourning the previous ways of working	"Lack of trusted information" 1. No time to learn 2. Conflicting priorities – individually and organizationally 3. Contradictory information overload 4. Distractions 5. Limited digital literacy/lack of technology	"Lack of time for adoption" 1. Lack of time and resources 2. Technology or tool limitations 3. Lack of empowerment of employees 4. Fear and anxiety 5. Lack of time to practice	"Rewards and recognition not as visible" 1. Lack of resources/funding 2. Virtual rewards difficult and not visible 3. Lack of feedback or follow-up 4. Moving too quickly on to the next project 5. Lack of in-person interaction
How might we overcome these restraining forces?	"Clear, open, honest, frequent communication" 1. Clear, concise and consistent communication 2. Empathy 3. Increased transparency 4. Two-way communication forums 5. Clear expectations	"Combat emotion/fear with data/logic" "Break change into manageable chunks" 1. WIIFM – explain both personal and collective 'what's in it for me' 2. Create freedom to fail 3. Provide coaching 4. Embody hope and sense of calmness 5. Involve people directly in creating solutions	"Multi-mode learning opportunities" 1. Technology help – SMEs, tips and tricks, FAQs, etc. 2. Bite-sized chunks – of learning and communications 3. On-demand learning 4. Peer-to-peer information sharing 5. Hands-on practice time	"Meet them where they are" 1. Allow time to learn – create capacity through prioritization 2. Provide coaching support 3. Exemplify patience, empathy and understanding 4. Provide more frequent 1:1's 5. Encourage effective teamwork	"Snail mail thank-you cards" 1. Show gratitude in a personal and real way 2. Provide individual options for recognition or incentives 3. Share journey, celebrate progress 4. Offer group or team rewards 5. Enable open and continued avenues for feedback

© Prosci Inc. All Rights Reserved.