making change stick

A HUMAN-CENTRIC APPROACH FOR ADOPTION AND BENEFITS REALISATION

#changehacks™

...benefits realisation...adoption...human performance...benefits realisation...adoption...

What to DO BEFORE you implement

ACTIONS

What are your people

What to MEASURE AFTER you implement

INDICATORS

1

DOING

Post a visible, visual dashboard
Align performance scorecards and rewards
Provide training and performance support

Speed of adoption - e.g. logins, queries
Leaders are role modelling
Feedback from super users/coaches

THINKING

2

Discussion forums
Open dialogue on ESNs
Co-create solutions and approach
Retrospective
Remove artefacts of old culture

Feedback from super users/coaches
ESN dialogue
Lessons learned from retrospective

3

FEELING

Be available to coach and support
Agree on follow up
Lean coffee forums
Collect and retell success stories

Pulse checks
Anecdotal feedback
Observation
Testimonials