

WIT – Replacement Project

Organizational Change Management Plan for Future Workforce Alliance Board (WDA4) – TWO PAGER

ESD Region: **North Sound Region**
 Change Leader: **Liane Johnson, Organizational Change Leader**
 Plan Approval Date: **December 21, 2022 / updated 6.21**

Future Workforce Alliance Board (WDA4) OCM Working Group Team:

Roles	Assigned	Primary Responsibilities
Sponsor(s)	James Henderson Joy Emory Mary Houston (temp) Jessica Barr (RD)	<ul style="list-style-type: none"> • Endorse OCM plans and activities • Provide active and visible sponsorship • Communicate directly with employees • “Manage management” of affected organizations, help remove roadblocks
Change Manager	Liane Johnson	<ul style="list-style-type: none"> • Drives change management • Develop associated OCM plans • Support other roles (Project Sponsor, Project Team, Project Support, Senior Leaders, Managers) • Works with project teams, SMEs, and other resources to ensure a successful execution • Lead coordination of OCM meetings and planning and reporting activities
Subject Matter Experts	Michelle Wilson Jake Dryden Alan Jacobson	<ul style="list-style-type: none"> • Provide requirements, process, training and communications experience and expertise • Contribute specialized knowledge that can help the project and change teams • Offer specific tools that support OCM activities

The Plan Details:

Who will approval this Plan?	Who will be the preferred sender of messages?	How often will the team meet in 2023
Sponsors – James Henderson, Joy Emory & Jessica Barr	Jessica, Michelle or Liane to supervisors, ccing administrators then supervisors to staff – Unified messages from direct supervisors (Network for Change Group)	Monthly for 60 minutes
How will this team share information?	How will this team seek-out feedback?	Why are we replacing ETO?
Teams Channel – summary sent out thru supervisors, team meetings, Thursday all system meeting quarterly all staff meeting	Network for change All Leadership meetings Regional Townhalls Team meetings System meetings Center meetings	WIT will improve the personnel and customer experience by, Increasing the number relevant reports Decreasing time to access reports Create an easily navigable UI Allow for data driven decision making processes Meet federal compliance & guidelines
Strengths Unique to WDA 4		Opportunities Unique to WDA 4
<ul style="list-style-type: none"> • On a scale of 0-10, how are you feeling about the WIT-ETO replacement project – 6.8 (avg 6.5) (general pulse) • I understand the goal of this change (awareness) • I understand the risk of not changing (awareness) • I understand the nature of the change’s impact on my work and my group (awareness) • I believe the organizational motivation for this change are true and accurate. (desire) 		<ul style="list-style-type: none"> • Communication • I believe the training provided will give me what I need to be successful in this change (ability) • I can access additional knowledge and support when needed. (ability) • I can overcome any barrier to implementing this change in how I do my job. (ability)

Perceptions, Risks and Concerns

The team discussed and agreed on various perceptions, risks and concerns impacting this project, including:

- What excites us about this upcoming change
- What concerns we have about this upcoming change
- What resistance we anticipate having with this change
- The risks or consequences of not making this change

What Will Success Look Like?

- Success looks like staff being able to spend 80+% of their time (at least) on customers rather than current state which is more like 50% with the rest being on entering data into multiple systems.
- Streamlined customer service with referrals, access, and opportunity to the multiple services.
- A system that meets 85% to 90% of our needs
- Staff is engaged and excited about the new tool
- Positive attitudes and people have been able to participate with feedback and have had concerns addressed
- Staff is adequately trained and are equipped to use the new system
- Resources are available when staff need it
- Staff is able to articulate the wins with the new system and the benefits

ADKAR Methodology and Planned Steps to Support Change in WDA4:

Awareness	Desire	Knowledge	Ability	Reinforcement
<ul style="list-style-type: none"> • Every other month opposite of the WIT Town Hall – plan a communication • Quarterly Town Hall – Topic • Demo sprints – Show me • Consolidated brief – a couple bullet points (42 characters - 10 words or less) • Flag important emails and highlight what they really 	Today the desire is strong staff is looking forward to the change. We will continue to drive desire by: <ul style="list-style-type: none"> • Share the wins as they come • WIIFM – be ready to answer this when we can, as soon as we can 	We are using an agile approach, which means we'll change and adjust as we go. <ul style="list-style-type: none"> • Proactively prioritize as things come out – clear the day so staff can participate • Communicate schedule early and often 	We are using an agile approach, which means we'll change and adjust as we go. <ul style="list-style-type: none"> • Dedicate time to practice – with scenarios, list of what to do a task list • Maybe even a check list / challenge (gamify it) • Scavenger hunt with prizes 	We are using an agile approach, which means we'll change and adjust as we go. <ul style="list-style-type: none"> • Celebrate by using dashboard data (strong users) • Success stories – market and promote • Lessons Learned

<p>need to know (maybe weekly roll -up)</p> <ul style="list-style-type: none"> • Gamify – to encourage them to play. Like a WIT badge of knowledge (kahoot game) "Keep your WITS" "Don't lose your WITS" Collect your WITS" "Battle of the WITS" • Navigating Change for Leaders (assessment of who has taken it) 	<ul style="list-style-type: none"> • Strategic on how we talk about the benefits --- when talking with frontline share frontline benefits, leaders share what matter to them (data) • Incentives 	<ul style="list-style-type: none"> • Ensure staff has time to dedicate to training • Message needs to be that training is what you are scheduled for today. (required) • Make training a priority • Training is critical to become experts /Message from supervisors to drive message – so impactful to teams • Communicate the big why – This is why – this is how it connects to your work – direct leader positive messaging. • Train supervisors early in the process so they can support /coach their teams • Ensure we have people in for user testing so they can become SME's • Dedicate time to practice and train 	<ul style="list-style-type: none"> • Close to public to dedicate time to practice and train --- Early in learning then again right before launch • Account for different learning styles – hands on, 1 on 1, in person, virtual • What barriers did you have with learning ETO? Learn that a head of time so we can plan for it • Continuous learning --- SME's host best practices sessions • Team Channel for support with SME's 	<ul style="list-style-type: none"> • Standard agenda topic to discuss successes, concerns and best practices at team and system level • Kudos
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