

WIT – ETO Replacement Project

Organizational Change Management Plan for Olympic Consortium (WDA1) – TWO PAGER

ESD Region: North Sound Region
 Change Leader: Liane Johnson, Organizational Change Leader
 Plan Approval Date: December 2, 2022

The Olympic Consortium (WDA1) OCM Working Group Team:

Roles	Assigned	Primary Responsibilities
Sponsor(s)	Bill Dowling 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	Luci Bench Mike Robinson Jessica Brasher Jeff Allen Anjalee Blackwell	<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 approve this WDA1 Plan?	Who will be the preferred sender of messages?	How often will the team meet in 2023
Sponsors – Bill & Jessica	Luci Bench, and/or Jessica & Bill and Supervisors depending on message type	Monthly for 30 minutes – once closer to training 60 minutes a month. 2 months before training increase to bi-weekly
How will this team share information?	How will this team seek-out feedback?	Why are we replacing ETO?
Monthly WIT All Staff meeting.	Monthly WIT meetings, Supervisors & ad hoc focus groups	The current system doesn't allow us to get to the level of details DOL requires. We need a system that supports our customers and stakeholders and allows us to spend more time with the customer and less time on data entry.
Strengths Unique to Olympic Consortium		Opportunities Unique to Olympic Consortium
<ul style="list-style-type: none"> On a scale of 0-10, how are you feeling about the WIT-ETO replacement project (General pulse 7.3 tied for highest score) 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 workgroup (awareness) 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) Communication (69% positive) 		<ul style="list-style-type: none"> I know what is in it for me (Desire) I have been able to voice my objections and they have been taken into consideration (Desire) I have the knowledge I need to be successful after the change is implemented (Knowledge)

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?

- Staff would be spending 80% time on customers/20% other (meetings, data entry, etc.)
- Clean data migration
- Easy to pull reports
- Clean PIRL
- DOL – will say “beautiful”
- Clean data we can trust
- All staff trained up to date using system
- Good roll out to customer
- Check-ins will help us gauge success along the way – giving us the ability to adjust as we go
- Staff will define success – their ability to use system and it works – it is doing what we said it would do
- Take feedback and follow up with results
- We will have a big party to celebrate!!!

ADKAR Methodology and Planned Steps to Support Change in WDA 1:

Awareness	Desire	Knowledge	Ability	Reinforcement
<ul style="list-style-type: none"> • 30-minute monthly meetings dedicated to WIT with all staff • 1st meeting, we will share this plan • Celebrate milestones, people, and accomplishments • Promote townhalls and encourage participation • Listening sessions or focus groups (demonstrate where we are at and allow for staff feedback) • Targeted communications around programs being worked on at that time • Promote WPC site and do demos of the site during meetings • Encourage supervisors to attend Navigating Change for Leaders 	<p>Today the desire is strong. Staff looking forward to the change.</p> <p>We will continue to drive desire by:</p> <ul style="list-style-type: none"> • Explaining the benefits – speed, less time outs and re-work, more automation, less workarounds, less duplicate work • Show - Contrast and compare – new vs current • Ask - What would a good version of ETO look like to you in meetings and 1 on 1's • Ask - If you had unlimited budget what would be the top 3 things you would fix in ETO in meetings and 1 on 1's 	<p>We are using an agile approach, which means we'll change and adjust as we go.</p> <ul style="list-style-type: none"> • Advertise training schedule early and often • Encourage participation – if you want to have access you need to attend training. (MIS) • Make time and space for employees to attend the training (try and take stuff off plate so can focus) • Feedback sessions after training – share with each other what we learned • Encourage people to become early adopters • Have Techy SME's – Change champions – Bring dissenters in early. • Train supervisors early in the process so they can support/coach their teams • Promote – support teams' channel (what options would work for partners?) • Tips of the week - Did you know? Try this? • Use desk-aids – promote them • Recorded training sessions --- mini video's – snippets on how to... • Differences training by program • Different training options – some don't learn well online, maybe some in-person trainings 	<p>We are using an agile approach, which means we'll change and adjust as we go.</p> <ul style="list-style-type: none"> • Dedicated time to practice • Group sharing – shadowing understanding to show how it is done. • Best practices / Tips and tricks newsletters / desk drops • Positive reinforcement • Identify super users who can be the SME's • Roving SME – walking around looking for ways to help 	<p>We are using an agile approach, which means we'll change and adjust as we go.</p> <ul style="list-style-type: none"> • Celebrate milestones • Recognize and create champions • Continue to check-in for technical guidance and ask questions • Share success stories • Celebrate benefits, metrics and easy attainable data (we have come this far) • More time with customers vs data entry