

WIT – ETO Replacement Project

Organizational Change Management Plan for Eastern Washington Partnership WDC (WDA10) – ONE PAGER

ESD Region: **East Region**
 Change Leader: **Liane Johnson, Organizational Change Leader**
 Plan Approval Date: **December 21, 2022**

Eastern Washington Partnership WDC (WDA10) OCM Working Group Team:

Roles	Assigned	Primary Responsibilities
Sponsor(s)	Rod Van Alyne Jennie Weber (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	Eric Blackburn Bryan Raines Brett Lancaster Kelly Charlton Aja Woodruff Lisa Mathias Michael Ensor Michelle Goodwin Stefanie Demmitt	<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 Plan?	Who will be the preferred sender of messages?	How often will the team meet in 2023
Sponsors – Rod Van Alyne & Jennie Weber	WDC Office – Rod Van Alyne / Administrator &/or Jennie Weber	Ad hoc for 30 minutes as needed
How will this team share information?	How will this team seek-out feedback?	Why are we replacing ETO?
Email with a link	Monthly meeting with WDA that include all partners Local office – Central contact person (POC for WDA10) Focus groups	The WIT – ETO Replacement project is important as it will provide ease of service access to our services for job seekers and a complete and efficient case management tool for staff providing services to them. It will also provide leadership, from the local level to the state’s executive level, the ability to review and report the good work being done throughout our communities.
Strengths Unique to WDA 10		Opportunities Unique to WDA 10
<ul style="list-style-type: none"> 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 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) 		<ul style="list-style-type: none"> Skepticism There are mechanisms in place to sustain the change. (reinforcement) Our organization is committed to keeping the change in place. (reinforcement) I have an outlet for providing feedback on the change. (reinforcement)

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?

- More efficient employees
- Less duplication of work
- Less frustration
- Happy customers that are getting their basic needs met
- Accurate reporting / metrics
- People are using the metrics for data driven decision making
- More time to focus on customer success
- We will no longer be thinking about the reporting part of our job as a chore

ADKAR Methodology and Planned Steps to Support Change in WDA10:

Awareness	Desire	Knowledge	Ability	Reinforcement
<ul style="list-style-type: none"> Regular emails with updates --- hints, tidbits Quarterly WIT meetings with all partner and internal – increase as needed or get closer to launch Create a timeline of what we are working on to share – visual Trainings 	<p>Today the desire is strong. Staff is looking forward to the change.</p> <p>We will continue to drive desire by:</p> <ul style="list-style-type: none"> Open floor about what have you been struggling with ETO this week/month? Examples of what you don't like – redundancies This is what it looks like now – this is how we are changing it? Contrast – Compare Demo's History – why this time it is going to be different? What are we doing to make this experience better Understanding the goal – what is it? 	<p>We are using an agile approach, which means we'll change and adjust as we go.</p> <ul style="list-style-type: none"> Encourage leaders to participate in demos, workshops, early trainings & testing Train supervisors early in the process so they can support/coach their teams Have a SME in every office Did you know you can do **** “weekly email” Monthly focus trainings on variety of topics Communicate the training schedule early and often 	<p>We are using an agile approach, which means we'll change and adjust as we go.</p> <ul style="list-style-type: none"> Did you know you can do **** “weekly email” Monthly focus trainings on variety of topics Allow time to play in sandbox – dedicated time to practice Allow time to spend with SME Ensure employees have access to knowledge and support when needed Roving (walking) SME – walking around looking for ways to help Allow time to provide feedback Chat bot, virtual assistants, help desk, phone lines 	<p>We are using an agile approach, which means we'll change and adjust as we go.</p> <ul style="list-style-type: none"> As it is built – highlight successes. Take the pain points and start talking about differences or how much it will be better in WIT Before & after – show illustrations on how it will work Desk aids – ask me about our new and improved website Success stories / testimonials Pulse Checks