WIT – ETO Replacement Project
Organizational Change Management Plan for Sea-King Workforce (WDA5) – ONE PAGER

ESD Region:	**Central Sound Region**
Change Leader:	**Greg Chilson, Regional Change Agent**
Plan Approval Date:	**December 13, 2022**

The Workforce Central (WC) OCM Working Group Team:

Roles	Assigned	Primary Responsibilities
Sponsor(s)	Marie Kurose (CEO) Norton Sweet (RD)	• Endorse OCM plans and activities • Provide active and visible sponsorship • Communicate directly with employees • "Manage management" of affected organizations, help remove roadblocks
Change Manager	Greg Chilson	• 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	Bryan Pannell (Performance) Michael Davie (Programs) Teri Holme (ROM) Deitra Garrett (Rainier) Kimberly Tickner (Auburn)	• 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
Other	Paco Mesch (OSO)	• W-C contact for scheduling purposes

The Plan Details:

Who will approval this Sea-King Plan?	Who will be the preferred sender of messages?	How often will the team meet in 2023
The entire WC OCM team.	WDC = Michael Davie; ESD = Norton Sweet	The team plans on meeting once a quarter.

How will this team share information?	How will this team seek-out feedback?	Why are we replacing ETO?
All-staff meetings, e-mails, newsletters, 1:1's, office visits, train-the-trainer	All-staff meetings, office visits, 1:1's	Need a central source of data capture, shifting to a more user-friendly interface (WYSIWYG) with more current, intuitive and progressive technology, less time with keystrokes and more with time with customers (efficiency), where training will likely be easier (digital, JIT training).

Strengths Unique to King County	Opportunities Unique to King County
• King County has a history of using an integrated training approach. • Partnership between WDC and ESD is strong; there is a willingness to work together • Adaptable; most likely to encounter the issues, solving issues; • Communication; newsletter; intranet (learning exchange) • Size offers something special; variety of programs; ability to test the waters; exploratory; embracing, getting in front of change (culture) • Thought leaders, but willing to 'steal shamelessly' from others; make the wheel rounder	• More opportunities for collaboration; support each other's deliverables and outcomes • Meet customers where they are (literally, physically); connection sites; representation at connection sites • Identifying new opportunities • Work beyond WIOA programs; nimble enough to leverage with other programs; wrap-around services

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?

- Access to the data, in a useable format
- Create ad hoc queries from the database
- Less burden in the documentation process
- If there's complaining, then successful
- User-friendly platform that gets us the information we can use/we need
- Will start winning people over once they get to touch and feel new product
- Ability to make useful, accurate decisions on processes, on how the system operates, using the data on how we do business

ADKAR Methodology and Planned Steps to Support Change in King County:

Awareness	Desire	Knowledge	Ability	Reinforcement
• Access to the data, in a usable format • Create ad hoc queries from the database • Less burden in the documentation process • If there's complaining, then successful • User-friendly platform that gets us the information we can use/we need • Will start winning people over once they get to touch and feel new product • Ability to make useful, accurate decisions on processes, on how the system operates, using the data on how we do business	• 'ETO is going away' is motivation enough • Focus on the positives, more intuitive system • Awards (trinkets, swag) for attending orientations/trainings • Take user input and utilizes it (and people see that), there's buy-in, folks feel a part of the change	• One page of general information (desk aids) • Scheduled trainings • Centralized resource hub (videos, one easy-to-find) (TEAMS, Learning Exchange) • Ensuring partner meetings across the system; speaking common language • Connections site meeting where we are hitting as many players/partners as possible • Make it easy-to-use	• Desk aids • Short training videos (beginner, intermediate, advanced) library • Recording of training sessions available • Knowledge-based test/real case scenario/training environment/muscle-memory exercises • Practice with above bullet, determine where more training is required • Identify best users (SME's, change champions)	• Accountability • Sample auditing, sharing data and what it shows us/tells us • Celebrating the wins, accentuate the positive • Identifying gaps • Be positive with messages • Transparency (that we're all looking at it) • Solicit ideas for further improvements (will the new product be nimble enough?) • Refresher/recurrent training or a continuum of learning