WIT – Replacement Project
Organizational Change Management Plan for Workforce Central (WDA6) – ONE PAGER

ESD Region: **Central Sound Region**
Change Leader: **Greg Chilson, Regional Change Agent**
Plan Approval Date: **December 12, 2022**

The Workforce Central (WC) OCM Working Group Team:

Roles	Assigned	Primary Responsibilities
Sponsor(s)	Katie Condit (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	Shellie Willis (Sr. Director) Deborah Howell (COO) Joanna Rasmussen (Communications) Autumn Hughes (W-C) Sandra Calvillo (OSO) Teri Holme (ROM) Robbin Gard (Pierce) Elliott Sawyer (Pierce)	• 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	Deborah Lean (AA)	• WC contact for scheduling purposes

The Plan Details:

Who will approval this Workforce Central Plan?	Who will be the preferred sender of messages?	How often will the team meet in 2023
The entire WC OCM team.	WDC = Joanna Rasmussen; 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, FAQs	All-staff meetings, staff surveys, 1:1's	The expectation is better reporting, better data capturing, potential for data sharing across partners, better serving the customer by allowing for more time to interact with the customer, and that the system is easier to use.

Strengths Unique to Pierce County	Opportunities Unique to Pierce County
• Staff buy-in (agreement) • Proactive, effective way to roll this system out (change management) • Communication from team • Customer needs concerning data collection	• Lots of redundancies • Not collecting the voice of the customer, those impacted in real time • Not fixing issues in a timely manner, which has cascading effect • Accountability of the vendor • Clarity, or lack of

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?

- Early adoption of tools, functions to run system
- Pain points identified early, and addressed
- System delivers what is promised, and within timeframe allotted
- Duplicative data removed, just what we need is included
- Roll-out is done in a way that front-line staff embraces, is included
- Functionality broad enough for all users, regardless of program
- Customer experience is seamless, as if now system is present

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

Awareness	Desire	Knowledge	Ability	Reinforcement
• Updates at staff meetings • Leverage 'talking points' document • Use common language • Leverage all modalities • Ask questions • Email updates • Newsletter • TEAMS • 1:1's • Town Halls • Internal SharePoint	• SMEs participate in development • Change Champions • Staff voice sharing with peers • Use video snippets to markets (trailers) • Ensure folks feel heard, are part of the process, suggestions are considered	• Short training videos • Each partner have a SME or champion available • Layered approach; multiple places to learn new system • Central repository with desk aids • TEAMS channel to ask questions	• Test model for people to practice; non-live environment • Removal of other options, workarounds • Create 'admin' days for learning, practice of new system	• Helpful if staff can see 'dashboard' in real-time • Ability to see the wins (qualitative) • Rewards • Celebrations of milestones • Reinforce the quality of input, using outputs for coaching • Recognize behaviors we want repeated