

Change Management Services

WorkForce Software System/User Adoption

Workforce Insight's collaborative change management approach embeds more than a decade of lessons learned across hundreds of successful workforce management projects. Our proven change management framework can be adapted for new WorkForce Software implementations, upgrades or post deployment to improve end-user adoption. Our change management consultants are certified in the Prosci ADKAR® methodology and understand how changes to workforce management systems and processes impact stakeholders across industries. We leverage the following strategies to smoothly transition WorkForce Software clients through change, while enabling a long-term change support network.

Organizational Readiness Assessment

On-site organizational readiness workshops, discovery interviews and surveys provide the foundation for change readiness planning

Stakeholder Impact Analysis

Shapes change strategy, identifies who is impacted, how they are affected, degree of impact and performance requirements

Change Strategy

Identifies roles and responsibilities of the change team members, from senior leaders to end users - includes best practices, expectations, tasks and level of engagement required

User Adoption Planning

Outlines workstream support during the lifecycle of the project and beyond, including socialization activities, training support, testing, go-live and pay period support

Communication Planning

Identifies audience, communication vehicles, messaging, timing and owners for early and frequent communication

Resistance Planning & Coaching

Systematically identifies likely points of resistance, incorporating proactive and reactive coaching strategies

Change Management Plan/Roadmap

Plots key activities and milestones, with visual roadmap of sponsorship, communication, training and resistance strategies required to transition all stakeholders

Change Management Mentoring

Development and mentoring of client-side change team to serve as sustainable user group, supporting client through implementation and future optimization of WorkForce Software

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“User Adoption resulting from Workforce Insight's Change Management was one of the best I have ever seen.”

- Global Manufacturer (Executive Sponsor)