

# CHANGE ENABLEMENT SERVICES:

## Planning and Execution to Accelerate Transformation

At Vitalyst, we take a human-centric approach to managing technology change, ensuring that sponsor and stakeholder vision aligns with execution to accelerate transformation and empower end users.

### Why do organizations need change enablement services?

How do you get employees from the current state through the transition state and to the desired future state? We start by helping individuals understand the business reasons for the change, how the change impacts them, and the personal value proposition that the change is offering.



Our change enablement methodology, called PROPEL, lies at the heart of Vitalyst's digital adoption solution. Based on the Prosci ADKAR® model, PROPEL provides customized adoption and learning programs to set up customers for long-term success.

### CLIENT TESTIMONIALS

*"It was really important to see an excellent, practical example of applying change enablement. The rigorous but flexible structure is exactly what we need."*



*"Our change practitioner helps keep change activities aligned with the project timeline & delivers value-adding ideas for change management tasks and activities."*

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[www.vitalyst.com](http://www.vitalyst.com)

# How does Vitalyst create effective change?

To successfully drive and enable change, it takes more than just planning—it requires coordinated change execution. At Vitalyst, we leverage our proprietary, PROPEL Methodology to help customers move from planning to execution, delivering an end-to-end solution—from consulting and planning, to execution and delivery of change enablement and adoption services.

Our consultants work with each customer to develop eight actionable, change enablement plans including:

- > Sponsorship
- > Change Champions Network
- > Training
- > Communications
- > Coaching
- > Resistance Management
- > Adoption Measurement
- > Rewards & Recognition

Then, partner with each customer to execute against those plans to enable and support people through the change(s). Empowering them to quickly adapt and adopt new technology and workflows, while reducing the risk of business disruption.

## A HUMAN-CENTRIC APPROACH TO CHANGE



Communicate benefits and why the change is happening to increase **AWARENESS**



Build **DESIRE** via change champions and emphasizing “What is in it for me?”



Enhance **KNOWLEDGE** of key capabilities through change champions and use case scenarios



Increase **ABILITY** with training and learning resources



**REINFORCE** change to increase user adoption



**DISCOVER**

**PLAN**

**ADOPT**

**EMPOWER**



## SERVICES



SERVICES	A	D	K	A	R
Change Enablement Workshops	✓	✓			
Digital Workforce Analysis	✓	✓	✓	✓	✓
Learning Solution Assessment		✓	✓	✓	✓
Employee Engagement Program	✓	✓	✓	✓	✓
Resistance Management		✓	✓	✓	✓
Learning & Communication Plan	✓	✓	✓	✓	✓
Adoption Measurement Plan	✓	✓	✓		✓
Sponsorship Plan	✓	✓			✓
Continuous Learning	✓		✓	✓	✓
Excite Days	✓	✓			✓
Migration Consulting				✓	✓
The Hub	✓	✓	✓	✓	✓
Rewards and Recognition Plan		✓		✓	✓
1:1 Software Ability Coaching	✓	✓	✓	✓	✓
Simulation e-Learning	✓	✓	✓	✓	✓



## VITALYST Change Enablement Plans

Change enablement services and output plans are customized, based on your organizational culture and needs, to optimize your adoption success. Unlike other service providers we don't just advise, we help execute, driving change while minimizing the impact on people. Consider us a dedicated change enablement resource to help deliver the following:

### ADOPTION MEASUREMENT PLAN

Leverage consumption data to identify gaps in adoption, measure ROI results, and monitor license deployment to drive an agile solution

### RESISTANCE MANAGEMENT

Work with client project teams to define anticipated resistance points. Example: which tools should be used for specific tasks and planning for pockets of individuals within an organization that use Slack, Box or other "shadow IT". Develop mitigation plans for project teams, sponsors, and coaches to manage resistance points

### ENABLING CHANGE CHAMPIONS NETWORK

Develop a change champion community to foster adoption, through peer engagement. Vitalyst will help you identify and establish a structured program to help drive use case scenarios and targeted learning campaigns

### END USER USE CASE SCENARIO IDENTIFICATION

Real-life use case scenario identification that help individuals learn how the solutions add value in their day-to-day workflows

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