

Changefirst

# DIAGNOSTICS PRO

Comprehensive, multi-lingual Change Management analytics toolkit

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Ideally suited for:

- OCM teams
- Project and Change Managers
- HR & OD specialists
- Independent Change Management consultants

## Bring clarity to the complexity

You can't fully take the risk out of change and transformation. But you can use data to assess, pinpoint, analyse risks and validate change decisions.

To focus on the right mitigation and tailored risk management - that enables you to accelerate delivery and produce sustained results.

## Don't let poor data hold your change initiatives back

The philosophy of Diagnostics Pro is to always focus Change Management plans on addressing the critical few risks. Engaging more people in change - by highlighting and understanding issues quickly - and building tailored responses and mitigation.



### Work effectively remotely

Change planning doesn't need to be held up by lengthy or costly data capture and analysis. Or because people are disparate or working remotely.



### Get leadership buy-in

Business-critical changes needn't suffer from insufficient stakeholder engagement that reduces the connection and buy-in needed for deployment.



### Improve data insight

Transformation leaders needn't suffer from limited access to insightful data analytics and reporting to make meaningful decisions.



### Bring efforts together

Major organisational change shouldn't be plagued by disjointed deployment efforts which are difficult to track and measure.

## What you get with Diagnostics Pro



### Insightful People Diagnostics

9 powerful multi-lingual behaviour & risk assessment tools with built-in mitigation. Methodology agnostic and easy to align with other frameworks



### Comparative Analytics

Access to benchmarking analytics to improve, validate and strengthen change decisions. Compare project performance against one of the largest Change Management databases globally



### Flexible and automated

Automated survey and segmentation capability with flexible data collection. Real-time updates and easy downloads to excel

## Change Impact Assessment

Capture and track the impact of a specific change project on specific groups affected by the change.

### Purpose

Measure and compare the likely disruption of a change project on people in different parts of the affected business.

### Uses

- Assess **how difficult it could be** for people to adopt a change
- Update project risk logs with **diagnosis of new people barriers to successful change**
- Determine how the **impacts and risks inherent in the change solution** inform implementation choices.



## Initiative Legacy Assessment

Plan for a new change project, based on lessons from past implementations.

### Purpose

Predict likely levels of commitment for a new change project and the reasons behind this.

### Uses

- Measure the effectiveness of **previous implementations**
- Predict **likely barriers to successful implementation** of a new change project
- **Facilitate action planning** for a specific, new change project



Note - respondents do not need to know about the new change being planned but they need to be familiar with the past change project you are asking them about.

## Initiative Risk Assessment

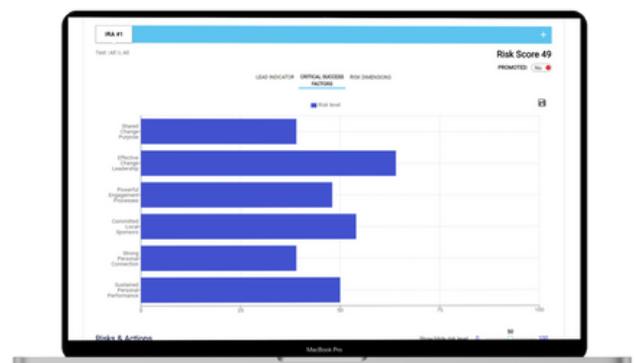
Diagnose and track the people-centred risks in single, current change projects.

### Purpose

Identify and track the degree of commitment on a change project and the risks and enablers that might be affecting that level of commitment.

### Uses

- Track levels of **change related commitment and resistance** as the change unfolds
- Measure the **success of the actions and progress** of the change
- Update project risk logs and **diagnose new barriers to successful implementation**
- Facilitate **corrective and enhancing action planning** for the change project



## Resistance Behaviour Assessment

Understand specific resistant behaviour – including people's position on the curve.

### Purpose

Manage relapses that can threaten early commitment to change.

### Uses

- Identify the type of **resistant behaviours** that are visible among individuals and groups
- Plan **effective mitigation actions**
- Track **change-related resistance** during the implementation process



This assessment is best used in a focus group setting

## Resistance Reasons Assessment

Understand the underlying reasons for peoples' resistance to a specific change.

### Purpose

Identify the causes of resistance and plan mitigation actions.

### Uses

- **identify root causes of resistance** which may differ among individuals and groups
- plan tailored mitigation to **manage change-related resistance**



## Adopter Readiness Assessment

Assess the readiness of people to adopt a specific change that affects them.

### Purpose

Identify the issues that need to be addressed. To maximize the readiness of people to engage with a specific change.

### Uses

- inform project teams about **how people are likely to react** to a change
- identify potential issues that will **prevent people engaging** with the change
- track **levels of readiness**, throughout the change implementation



The higher the risk level from this tool the greater the likelihood of significant resistance to a change project. The tool is most effective when people have enough information about the change to respond knowledgeably to the questions

## Communications Effective Assessment

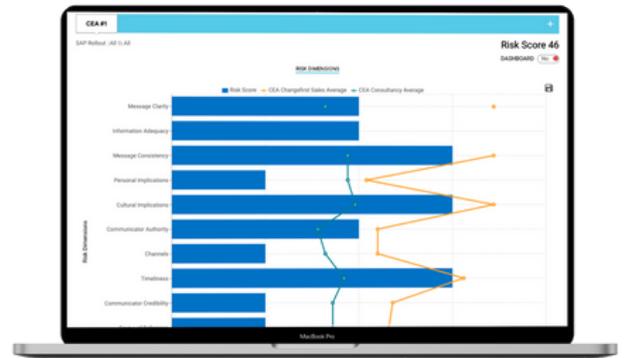
Identify any issues with the Change Communication process and content.

### Purpose

Plan for a communication event and then review its effectiveness.

### Uses

- identify **specific communication weaknesses** e.g. in terms of content or method
- plan **tailored communication** processes and events
- gather **feedback and adjust** plans as implementation proceeds



## Sponsor Assessment

Enable successful Sponsor performance on a specific change.

### Purpose

Prepare leaders for their role as Change Sponsors.

### Uses

- educate leaders on the **critical attributes of effective sponsorship**
- facilitate a **Sponsor and Change Agent “contract”** for specific behaviors during the change
- **assess sponsor behaviour** for gaps and update mitigation as implementation progresses



This tool is available in both in "I" (for self-assessment) and "they" versions (others make the assessment).

## Change Agent Assessment

Assist successful Change Agent selection, preparation and development.

### Purpose

Identify and prepare Change Agents for their critical role in the change process.

### Uses

- assess Change Agent(s), to determine where **development or support will be needed** during the change process
- **monitor and improve** Change Agent performance during a change
- enable on-going **feedback and coaching**



Poor Change Agent selection and development is a major reason for change initiatives under-performing.

## Change Demand Assessment

Analyse the cumulative demand for change being placed on an organisation.

### Purpose

Identify whether an organisation can successfully assimilate a new change project(s) together with the existing changes and workloads. That would be competing for time, resources and energy.

### Uses

- estimate the **cumulative impact of all changes** on an organisation
- identify key **drivers of demand**
- **diagnose barriers to change** implementation caused by any potential overload
- facilitate action planning for **balancing demand with available change capacity**



## Organisational Capacity Assessment

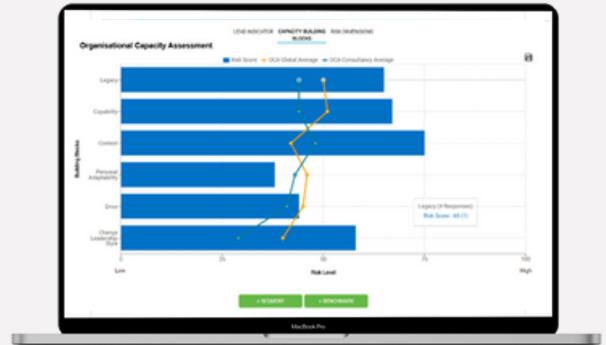
Measure available organisational capacity to implement new change projects and programmes.

### Purpose

Understand capacity for change in relations to the demand being placed on the organisation.

### Uses

- estimate how **much change an organisation can assimilate**
- identify **key capacity enablers and gaps** among different groups
- facilitate focused action planning for **improving change capacity**



Just some of the organisations benefitting from this capability globally



## Why not add Diagnostics Pro to your playbook today?

Bring clarity to the complexity on your change initiatives and projects.

Diagnosics Pro is available to license (and access via our Roadmap Pro® platform) on either a 6 or 12 month basis. You can license it individually via our website [here](#).

Or [talk to us](#) about team or organisational level licencing.

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