

“We're doing what now?” Navigating Organizational Change

The bridge between: ADKAR

Prosci® ADKAR® Model

The five building blocks of successful change

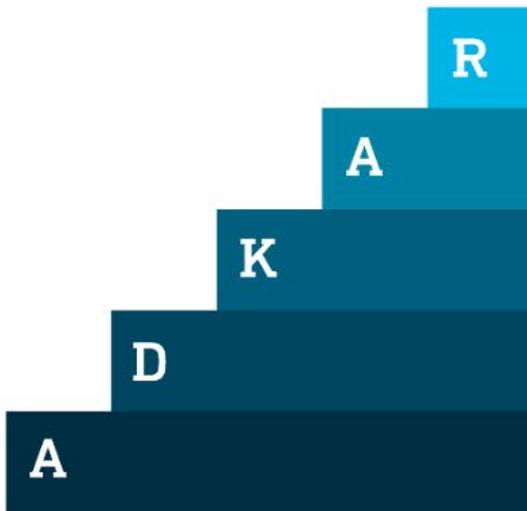
Reinforcement to sustain the change (“I will continue to ...”)

Ability to implement required skills and behaviors (“I am able to ...”)

Knowledge on how to change (“I know how to ...”)

Desire to participate and support the change (“I have decided to ...”)

Awareness of the need for change (“I understand why ...”)



Proci® ADKAR® Model of Change Management, from Proci® <https://www.prosci.com/change-management>

Without ADKAR

Without Awareness and Desire

- Employees asking the same questions **over and over**
- Lower **productivity**
- Higher **turnover**
- **Hoarding** resources & information
- **Delays** in implementation

Without Knowledge and Ability

- **Lower utilization** or **incorrect usage** of new systems
- Employees **worry** whether they can be successful in the future
- Greater impact on **students**
- Reduction in **productivity**

Without Reinforcement

- Employees **revert** back to old ways of doing work
- **Utilization** is less than anticipated
- The organization creates a **history** of poorly managed change

P. Brandon Johnson, Ph.D.
p.brandon.johnson@utah.edu

Senior Associate Dean Student Success
& Transformative Experiences
University of Utah

insidetrack:

insidetrack.org

hello@insidetrack.org