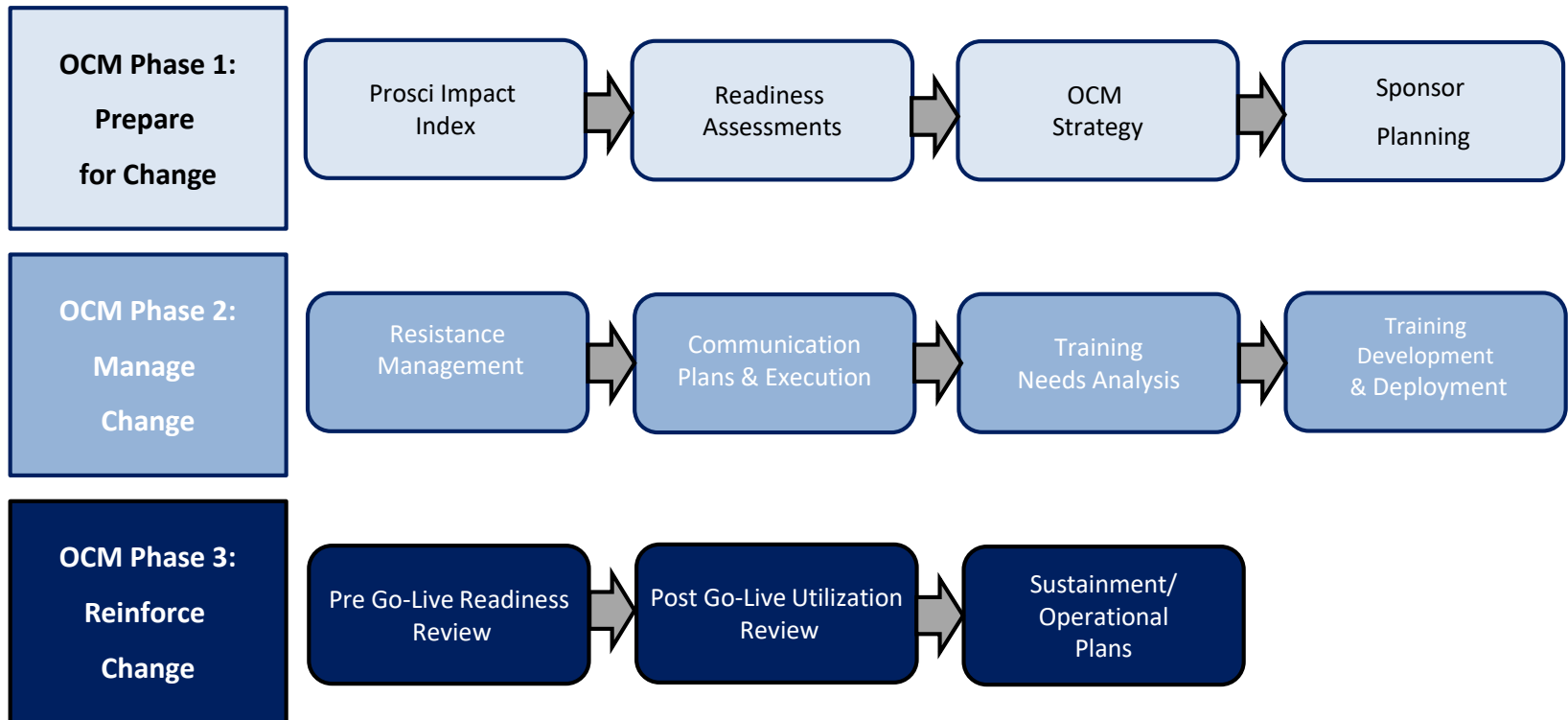


Agency Engagement Center Toolkit Overview

The Agency Engagement Center follows Prosci's recommended three Phases of Change, as shown below, and provides guidance in the use of tools for each phase. (Available tools are listed on the next page.)

OCM Practitioners may use any of these tools in addition to their own to deliver on requirements. Please note: The Prosci Impact Index is a proprietary tool which can only be completed by a Prosci-licensed practitioner.



For guidance or assistance with standard tools, please contact the Agency Engagement Center at OAKSengagement@das.ohio.gov. We are happy to help!

Agency Engagement Center Toolkit

Phase 1 Tools Prepare for Change	Phase 2 Tools Manage Change	Phase 3 Tools Reinforce Change
1. Prosci Impact Index (Prosci proprietary tool)	1. Communication Matrix	1. OCM Go-Live Checklist
2. Stakeholder Analysis Template	2. Key Message Template	2. Post Implementation Scorecard
3. Impact Gathering Template	3. Communication Drafting Template	3. Post Implementation Satisfaction Survey
4. Sample Organizational Readiness Survey Questions	4. Training Needs Analysis Template	4. OCM Metrics (ongoing tracking & reporting)
5. OCM Strategy Outline	5. Training Development Plan Template	5. Lessons Learned (ongoing documentation)
6. OCM Metrics Template	6. Training Delivery Schedule Template	6. Sponsor Action Plan (ongoing execution)
7. Resistance Management Worksheet	7. Lessons Learned Template	
8. OCM Workplan Template	8. Sponsor Action Plan (ongoing execution)	
9. OCM ARCI Matrix	9. Resistance Management (ongoing execution)	
10. Sponsor Agreement	10. ADKAR Worksheet (Prosci proprietary tool)	
11. Sponsor Diagram Template	11. ADKAR Progression Template (only if worksheets are completed)	
12. Sponsor Action Plan Template	12. OCM Metrics (ongoing tracking & reporting)	

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