

## Prosci Tools Used as Standard Practice

### Agency Engagement Center

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The Agency Engagement Center uses the Prosci methodology as its foundation and guide to Organizational Change Management (OCM) practices. Prosci models and tools are built on the collective lessons learned from over 3400 organizations researched over the last twenty years.

In addition, we have created a comprehensive package of OCM tools that are available for general use.

Our toolkit aligns with Prosci's 3-phase process and includes 2 Prosci tools and 21 general use tools):

- Phase 1 - Preparing for Change (Prosci Impact Index plus 11 general use tools)
- Phase 2 - Managing Change (Prosci's ADKAR worksheet plus 7 general use tools)
- Phase 3 - Reinforcing Change (3 general use tools)

Please note that the Prosci tools can only be used by Prosci-licensed practitioners; however, all other tools are available for general use.

**Prosci Tool #1 - Prosci Impact Index** includes several assessments that focus on the situational awareness that is critical for creating effective change management plans. We answer these questions:

- "How much change management does this project need?"
- "Who is impacted by this initiative and in what ways?"
- "Who are the sponsors we need involved to make this initiative successful?"

The information discovered through these assessments are inputs to the development of an OCM strategy appropriately scaled to the levels of risk and complexity of the change.

- 4-P Exercise** is useful in capturing the purpose of the project, and the specific changes that specific people will need to be prepared for. This exercise in documentation of the basic changes can be referred to throughout the project when we need to re-focus or refresh our memories on the basic OCM needs of the project.
- PCT (Project Change Triangle)** identifies the strengths, risks, and relative balance of strengths between Sponsorship/Leadership, Project Management, and Change Management, all of which are required for project success.
- Risk assessment grid** displays the size of impact from two perspectives:
  - Organizational Attributes** identifies potential challenges and barriers to change by examining cultural characteristics of the organization and its impacted groups.
  - Change Characteristics** provides insight into the actual change, its size, scope, and areas of impact.
- Sponsor assessments** provide understanding of the strengths, challenges and potential gaps in effective sponsorship. These assessments provide the insight needed to formulate sponsor plans that lead to active, visible sponsorship and a strong coalition of leaders to support the primary sponsors vision.
- Group Impact assessments** identify the ways groups of individuals will be impacted by the change and the unique challenges we need to consider as we build our strategy to guide each group to sustained adoption of the change.

**Prosci Tool #2 - The ADKAR worksheet** is used to assess where individuals are in their personal journeys of accepting the change and adopting specific changes in the ways they need to work.

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For OCM guidance or assistance with standard tools, please contact the Agency Engagement Center at [OAKSengagement@das.ohio.gov](mailto:OAKSengagement@das.ohio.gov). We are happy to help!