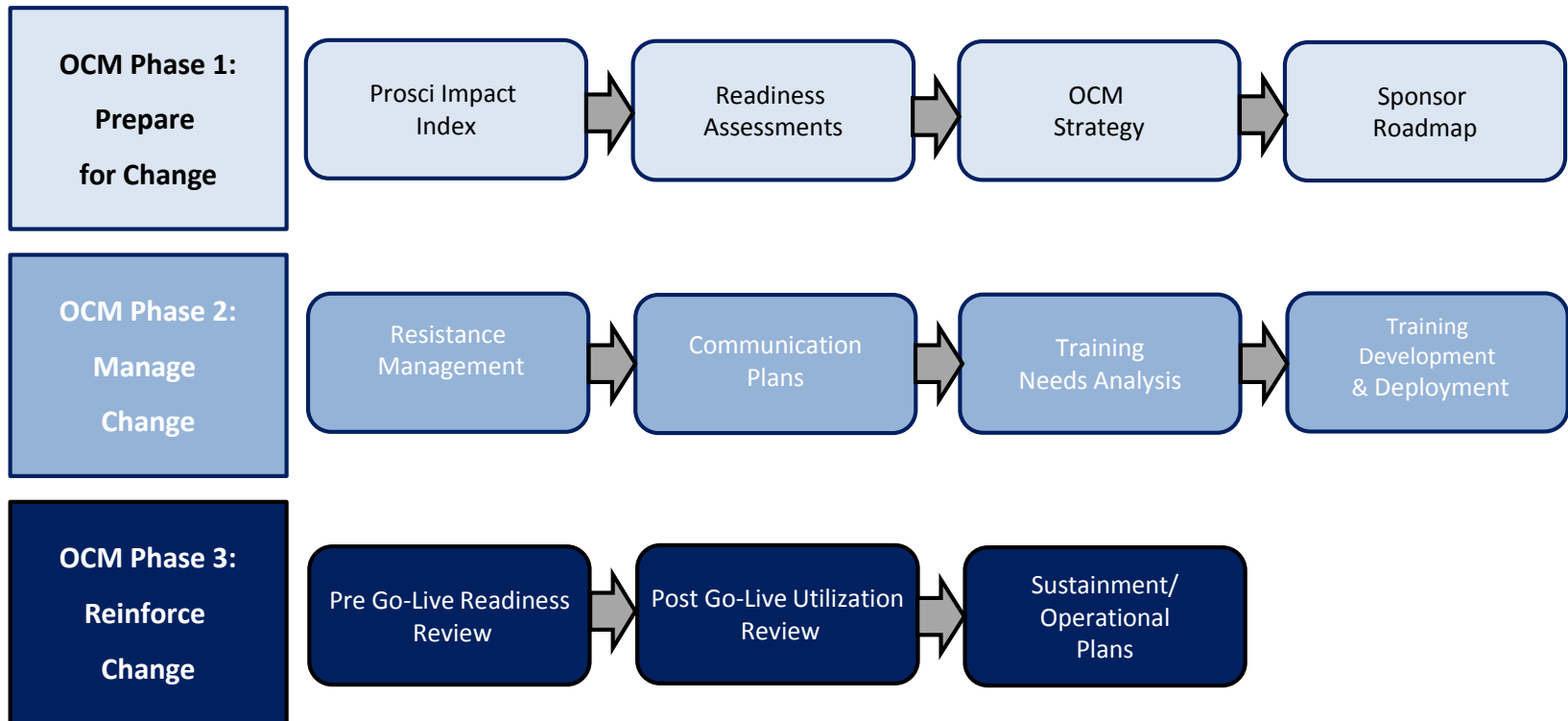


# Agency Engagement Center Toolkit Overview

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](mailto: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
Prosci Impact Index (Prosci proprietary tool)	Communication Matrix	OCM Go-Live Checklist
Stakeholder Analysis Template	Communication Drafting Template	OCM Metrics Template (ongoing tracking & reporting)
Impact Gathering Template	Training Needs Analysis Template	Post Implementation Scorecard
Sample Organizational Readiness Survey Questions	Training Development Plan Template	Post Implementation Satisfaction Survey
Business Process Improvement Assessment	Training Delivery Schedule Template	Lessons Learned Template (ongoing documentation)
OCM Strategy Outline	Lessons Learned Template	
OCM Metrics Template	Sponsor Roadmap Template (ongoing execution)	
Resistance Management Worksheet	Resistance Management Worksheet (ongoing execution)	
OCM Workplan Template	ADKAR Worksheet (Prosci proprietary tool)	
OCM ARCI Matrix	ADKAR Progression Template (only if worksheets are completed)	
Sponsor Diagram Template		
Sponsor Roadmap Template		

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