



propel change
GLOBAL

sustainable transformation

Change Nirvana

**Revolutionize Your Organization's
Approach to Change**

propelchange.global.com



Change.



Love it?



...or hate it?

Either way — it's coming.

What is Change Nirvana?

- ✓ Your change is implemented.
- ✓ Resistance turned to excitement — even the slow starters.
- ✓ Every team member is on board.
- ✓ Results exceed your wildest expectations and metrics.



Have You Achieved Change Nirvana?

If you haven't — you're not alone.

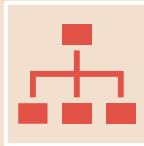
Change Nirvana Requires Change Management.



Change management is the discipline that guides how we...



Prepare, equip and support individual to successfully adopt change...



in order to drive organizational success and outcomes.

This Works In...

Digital Transformations

Mergers / Acquisitions

Organizational Restructuring

Process Changes

Changes in Roles / Responsibilities

Performance Discussions

How Effective Was Your Last Change?

Exceeded
Expectations

Met Expectations

Partially
Successful

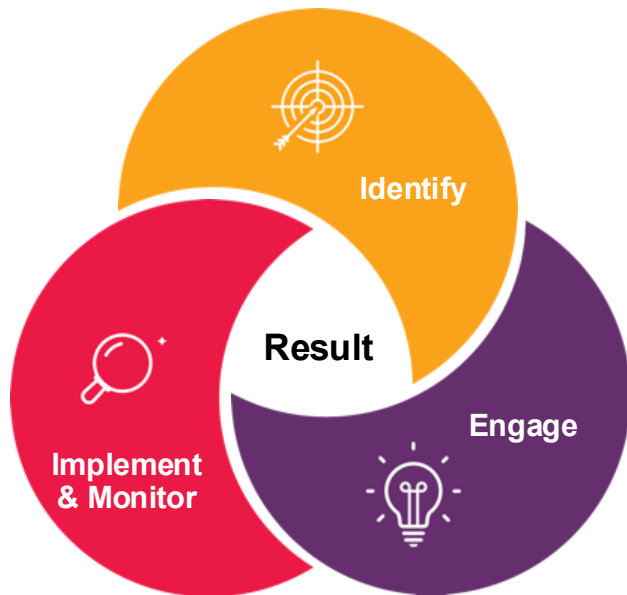
Failed

Which box are you in?



simple change system®

proven strategies • powerful transformation



1



Identify

- Change Vision
- Sponsor Commitment
- Change Readiness Diagnostic
- Change Team Formation

2



Engage

- Stakeholder Analysis
- Current & Future State Assessments
- Change Management Plan
- Communications
- Learning & Support
- Feedback & Adjustments

3



Implement & Monitor

- Implementation
- Feedback & Adjustments
- Adoption Metrics
- Celebrations
- Lessons Learned

Measuring Success

88%

OBJECTIVES

of projects with excellent CM meet or exceed objectives

72%

SCHEDULE

more likely to stay on or ahead of schedule

65%

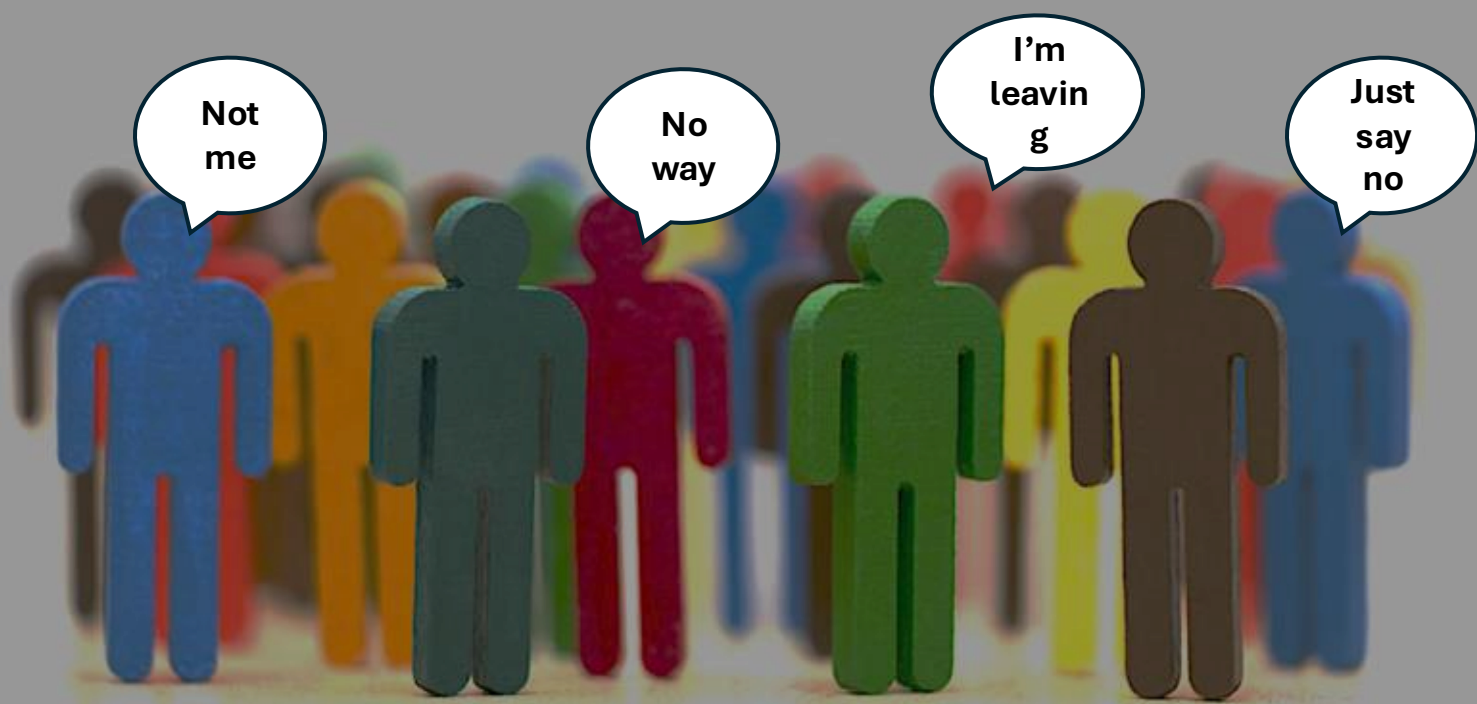
BUDGET

more likely to finish on or under budget

7×

ADOPTION

more likely to succeed vs. projects with poor CM



The #1 Enemy of Change Adoption:
Employee Resistance



Transforming Resistance To Excitement

1

The Time Traveler

The most dangerous phrase in business.
They're not bad people — they're scared
people.

“I’ve always done
it this way!”



2

Too Busy



"I'm too busy — maybe next year."

Translation: I don't believe this will work.

3

The Reverser

*"I tried it yesterday...
it didn't work."*

One attempt is not a change. It's a test.



The Question Machine



*"But what if X leads to Y, which causes Z, resulting in total chaos?
We have so many questions...we're just not ready for this change!"*

Questions are fine. Paralysis is not.

The Gossip



*"You can't tell anyone this, but...
yesterday I heard..."*

The rumor mill moves faster than your communication plan. Get ahead of it.

6

The "No Intention" Participant

Nods in training.
Goes back to old ways the
next day.



The hardest resistance to spot —and the most
expensive to ignore.



A photograph of a group of people in a meeting or workshop, with their hands raised in the air. The image is overlaid with a gradient from purple on the left to orange on the right. The text "WHY are they resisting?" is written in white on the left side.

WHY are they
resisting?

Most Common Reasons for Resistance

No visible leadership support

Minimal employee involvement

Lack of communication

Inadequate learning & support

No recognition



Solution #1

Visible Leadership Support

Communicate and visibly support the change

Project discussion with Sponsor / Project Manager / Change Lead

- Purpose
- Timeline / driving factors
- Expected results
- Willingness to support the change team, employees, be visible and “walk the walk”

Participate in regular updates

Solution #2

Employee Involvement From Start to Finish

Thought Partners

Super Users

Communicators

Celebration Coordinators

Change Team Members

Trainers

Feedback Representatives

Coaches

Solution #3

Effective Communication

People want to hear from:

- Top leader
- Their supervisor

5-7 Times Rule

- People need to hear it multiple ways, multiple times

Know your stakeholder groups

- Anyone affected by or needing to know about the change
- What will change? What won't? Benefits?
- Best way to communicate with them?
- Methods to get feedback
- When there is resistance, what is the mitigation plan?

Plan your communication for 3-5 months at a time

Respond to Feedback

"We provided feedback,
then heard nothing."

This is how you lose people mid-change.

Multiple Opportunities for Learning & Support

LEARNING

Online Training

Interactive Workshops

On-the-Job Training

Knowledge Sharing Sessions

Job Rotation & Cross Training

SUPPORT

1:1 Coaching

Small Group Workshops

Regular Check-ins

Support Teams

Recorded Video for Problem Areas

Solution #5

Recognizing Achievement

- Ask stakeholders HOW they want to celebrate
- Involve employees in the planning
- Be careful with time off / money rewards
- Attend celebrations — call out specific contributions
- Send handwritten thank-you notes



Are All the Steps Necessary?

Yes. Skipping steps is why change fails.



Eliminating Steps May Affect Your Success



The size of the change will impact the intensity for each step

Department
One location
Global organization

Tips for Success

- ✓ Get your leaders involved — visibly and early.
- ✓ No BS. Don't promise what you can't deliver.
- ✓ Always explain "Why" first — before anything else.
- ✓ Everyone can change...at their own pace and for their own reasons.
- ✓ Teams have a huge impact on getting individuals to change.
- ✓ Recruit people with authority AND strong peer relationships.
- ✓ Not everyone knows what accountability looks like. Show them.

Change Management Measurements

- **Adoption Rate**

% using new system/process at 30/60/90 days

- **Project On-Time Delivery**

Milestone achievement vs. baseline plan

- **Budget Variance**

Actual vs. projected costs; rework & re-training \$

- **Employee Readiness Score**

Pre/post training assessments; change readiness surveys

- **Resistance Index**

escalations, complaints, workarounds tracked weekly

- **Productivity Impact**

Output/throughput before vs. 90 days post go-live

Is Change Management Too Expensive?

Project Re-Do Costs

2× - 3×

Failed initiatives cost 2–3× more to restart than to do right the first time. Factor in consultant re-engagement, re-training, and morale repair.

Lost Productivity

\$1,967/day

Per employee in productivity loss during a botched implementation. In a 500-person team, that's nearly \$1M per week of disruption.

Turnover Risk

47%

Of employees who experience a poorly managed change consider leaving within 12 months. Replacing one employee costs 50–200% of annual salary.

Project Failure Rate

70%

Of change initiatives fail — primarily due to lack of change management. With excellent CM, that failure rate drops to 12%.

Change is a certainty...
Chaos is optional

The Difference: Leadership

