

CUSTOMER ENGAGEMENT

Employee readiness assessment



crmpartners

Employee readiness assessment

Summary

You need the support of your employees for your change to be a success. Extensive research and our own experience shows that people need five tangible and concrete outcomes in order to achieve lasting change. These building blocks are: awareness, desire, knowledge, ability and reinforcement.

We created a survey that helps you to pinpoint where people are in their individual change process.

However, some feelings and thoughts lay hidden under the surface. Therefore, we facilitate an open dialogue between managers and their team members. By addressing them in the open, these concerns can be addressed, and resistance to change can be managed.

We give you both quantitative and qualitative insights into the willingness and ability to change of your employees. Those learnings become powerful when put into action. As a final step, we will create a plan with next steps for your organization. Managing resistance and creating the building blocks for change will be our core focus.

Deliverables

A dashboard with up-to-date information into your employees' individual change process

An open dialogue between managers and employees

Qualitative insights of your employees willingness to change

A concrete plan with next steps for your organization to manage resistance and create the building blocks for change

Details

Duration 4 days

Costs € 5.250

Results

You will know where your employees are in their individual change process

As a manager you will have a better understanding of the root of resistance to change

Your employees are more engaged in the change

We will develop trust in the change and between manager and teammember

You will learn how to inspire your employees; change is infectious!

You will know how to manage resistance

You will learn how to create the building blocks for change in your organization

