

Change Capability Risk Assessment (CCRA)

Strong preparation for change leads to effective management of change. This in turn will directly contribute towards improved ROI from the original investment of the new or improved technology or processes. This document provides an overview of **RSM's Change Capability Risk Assessment (CCRA)** and approach.





Data indicates **70%** *of all change efforts fail.*

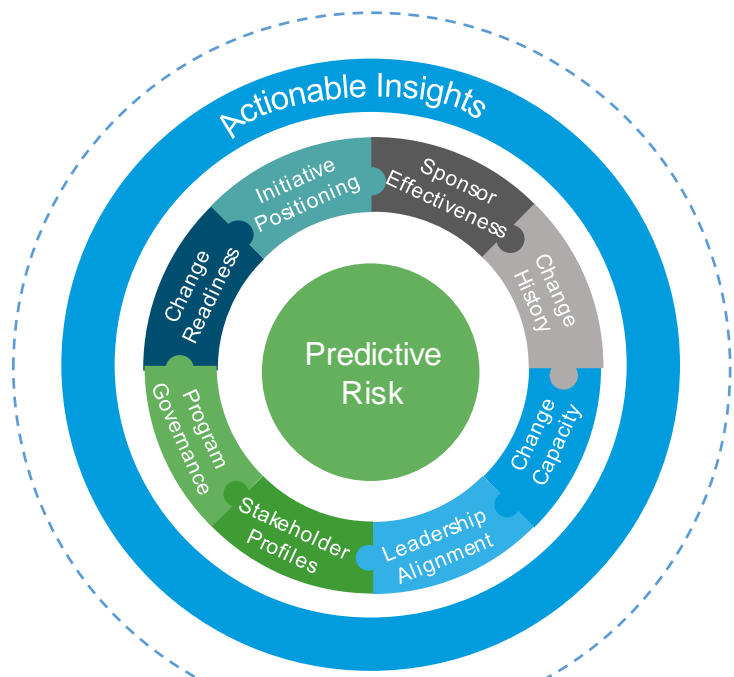
Why? When leaders introduce new change into organizations, they rarely prioritize taking the time to understand the degree to which the organization is prepared for change. Leaders become so captivated with the technical side of change and lean on communications and training plans as their only change solution, **falling victim to overlooking common change success factors such as;**

With RSM's proven methodology, we assess the Client's capability to lead and deliver change in preparation for implementing new ways of working.

The **Change Capability Risk Diagnostic Survey** is leveraged to evaluate and understand the current state of change risk across eight critical indicators of an organization's ability to deliver and sustain new ways of working. Strengths and areas for investment are revealed, and insights and guidance are provided on what is needed to prepare the organization for new ways of work.

The CCRA Value Model

-  Clear leadership alignment on program prioritization, what success must look like, and how it will be measured.
-  Engaging an Executive Sponsor with experience leading large scale transformational change.
-  Ensuring clear documentation of current and future state, why changes are necessary, and the benefits to impacted stakeholders.
-  Monitoring and addressing change assimilation capacity, if overloaded the ability to deliver effectively can be compromised.



- What financial investment is necessary to enable effective business change?
- What are the appropriate change management team model and team size?
- What specific tactics are necessary to mitigate risk and support the change?
- What specific tactics are necessary to meet employee expectations?



CCRA Approach and Timeline

Sponsor Actions

Attend CCRA Orientation for Sponsors (30 minutes). Review process, sponsor expectations, timeline and the addition of 'optional' questions, if applicable.

Distribute electronic invitation and reminder email to participants. Templated communications are available.



Participants

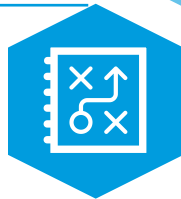
50% of management employees and 50% of non-management employees affected by the change are asked to participate. Average time a participant spends on the survey is ~15 minutes.

Launch communications the expected value of the survey to the organization.



Next Steps

Now that you have put your finger on the pulse of the organization, you are ready to take the appropriate actions to be among the 30% of successful change efforts.



RSM Team

RSM allocates time and experienced resources to the overall management of the project, which includes tasks such as scheduling meetings, providing status, survey administration, analysis, insights and recommendations, and management of the project timeline and budget.



Analytics and Insights

Survey responses are analyzed from various perspectives to capture various employee groups' gaps, issues, and resistance.

A roll-up of findings and recommendations are presented and shared electronically.

All raw data, including individual participant responses, will remain confidential and will not be shared. RSM methods for scaling aggregated data, including weighting and prioritization, is proprietary and confidential.



How can RSM help? Ask about RSM's Organizational Change Management Support models; Own and Drive, Advise and Guide, Support and Evaluate.

CCRA Journey Snapshot

