



## **Change Agent Network Meeting**

February 14<sup>th</sup>, 2017

# AGENDA



**1** | **Feedback**

**2** | **Campus Communication  
Launch**

**3** | **Preview of WyoCloud Human  
Capital Management**

**4** | **Building Awareness**

**5** | **Moving from Awareness to  
Engagement**

**6** | **Next Steps**



# Feedback: Updated Survey Results

Survey Question	Before 1/10 Meeting	Post 1/10 Meeting
I understand the objective of the WyoCloud Change Agent Network.	89% Yes 11% No	95% Yes 5% No
I understand my role as a Change Agent is to be the primary communication channel for WyoCloud information to my unit.	94% Yes 6% No	100% Yes
I feel comfortable communicating changes, decisions, and required action about WyoCloud to my unit.	80% Yes 20% No 7 Free Response	91% Yes 9 % No 2 Free Responses
I am aware that WyoCloud Human Capital Management will replace UW's current HRMS system in the next year.	100% Yes	100% Yes
My biggest concerns about the WyoCloud system involve:	5% Security 22% Training 20% Communications 9% Transparency 15% Change Saturation 19% Business Process Changes 10% Other	0% Security 24% Training 10% Communications 14% Transparency 18% Change Saturation 27% Business Process Changes 7% Other
What can the WyoCloud team do/provide to support you in communicating about WyoCloud?	30 Free Response	7 Free Responses



## Feedback: New Resource Available

When your employees ask you WyoCloud questions that you may not know the answer to, refer to the **new WyoCloud Support Guide** to direct employees to the right resource to provide an answer.

WyoCloud System	Release Date	Help Desk	Knowledge Base	Open Labs	Online Training	Additional Resources
Business Intelligence Reporting	Student: March 6, 2017 Financial: September 25, 2017	X	X		X	<ul style="list-style-type: none"> <li>Change Agents</li> </ul>
Financial Management	July 17, 2017 Procurement Catalog: September 25, 2017	X	X	X	X	<ul style="list-style-type: none"> <li>Open Q&amp;A Sessions</li> <li>Change Agents</li> </ul>
Planning and Budgeting	January 22, 2018	X	X	X	X	<ul style="list-style-type: none"> <li>Instructor Led Training Sessions</li> <li>Change Agents</li> </ul>
Human Capital Management	October 8, 2018		Coming this fall!			<ul style="list-style-type: none"> <li>Change Agents</li> <li>Sponsors</li> <li>WyoCloud website</li> <li>Email <a href="mailto:WyoCloud@uwyo.edu">WyoCloud@uwyo.edu</a></li> </ul>

You can expect to receive this guide next week and updated versions over the coming months. Web links for the resources along with sample email templates to assist with your communication efforts are included..

Hosted by **President Laurie Nichols**, the WyoCloud Human Capital Management Townhall will be **campus's first introduction to the WyoCloud HCM system** that will replace HRMS.

At the townhall, UW leadership will:

- Share why the University is moving Human Resources data to WyoCloud,
- Deliver a preview of what the WyoCloud HCM system will look like, and
- Provide an opportunity for campus to ask questions.



**WyoCloud Human Capital  
Management Townhall**  
*Hosted by President Laurie  
Nichols*

February 27<sup>th</sup>, 2018

2:00 – 3:15 PM

College of Arts & Sciences  
Auditorium

WyoCloud Human Capital Management (HCM) will **replace UW's current Human Resource Management System (HRMS)** on October 8<sup>th</sup>, 2018 and will affect every UW employee in **different** ways

View  
Paycheck and  
W-2

Enter  
Time

Update  
Personal  
Information

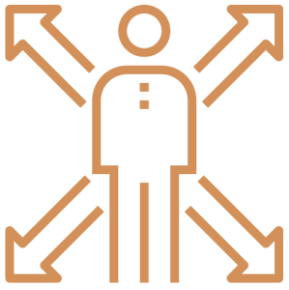
Hire New  
Employees

View  
Benefits

Request  
Leave

Performance  
Evaluations

## Employees



## Managers

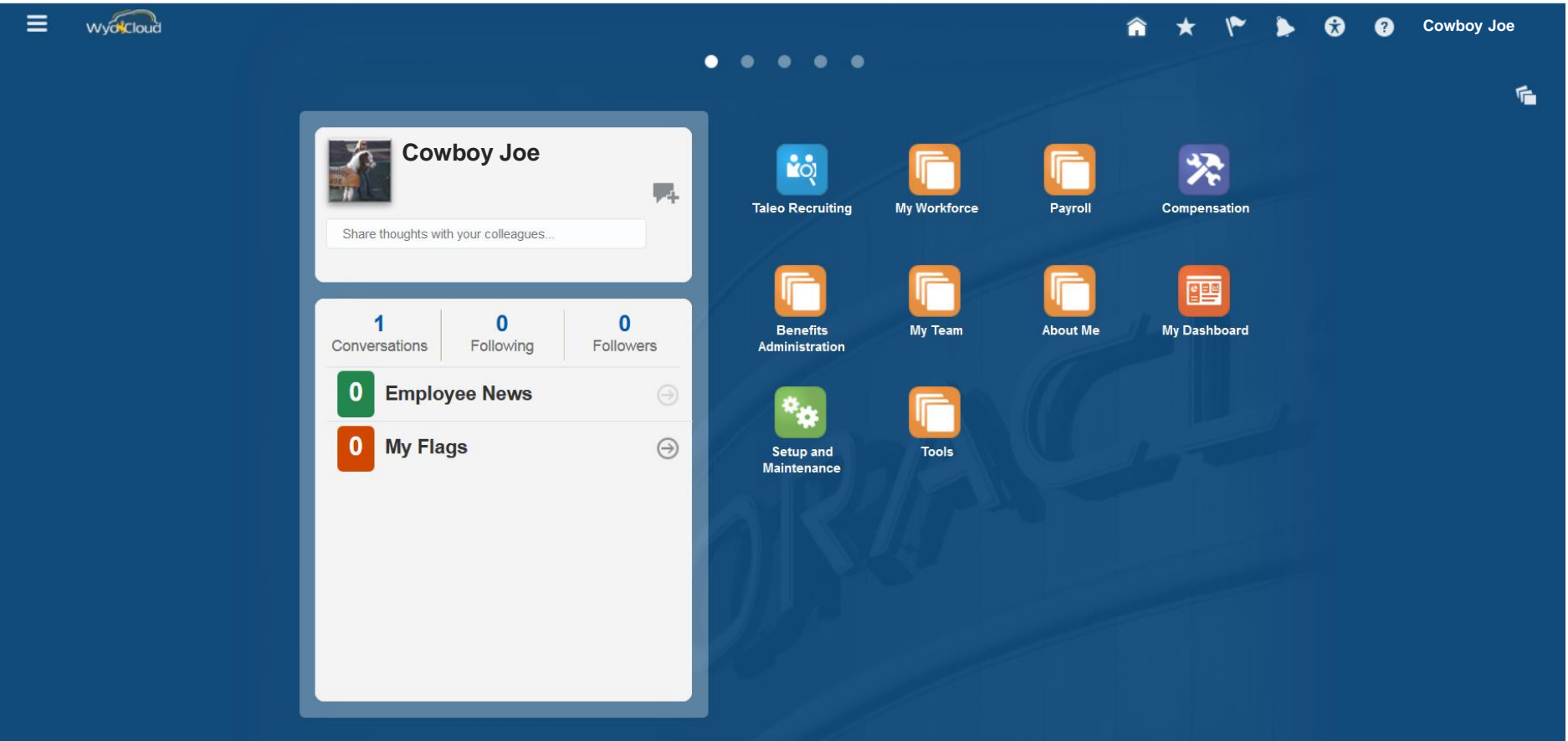


## Departments



WyoCloud Human Capital Management (HCM) will **impact all employees**. The WyoCloud team is still determining the specific ways some groups will be effected including **student workers, work study, and graduate assistants**.





These screenshots are from a test environment and are subject to change prior to system release.





**Cowboy Joe** : Employment Information

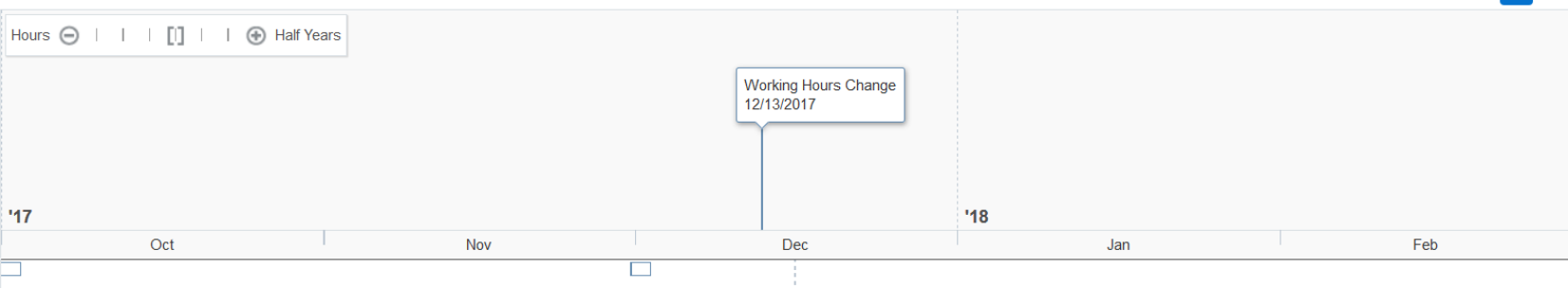


<b>10/1/2017</b>	<b>0.35</b>	<b>0.00</b>	<b>--</b>
Hire Date	Years Worked in the Company	Years Since Last Salary Change	Years Since Last Promotion

Job Details

Legal Employer	University of Wyoming	Grade	
Worker Type	Employee	Business Unit	UWYO
Assignment Name	Manager, Sponsored Programs	Department	Office of Sponsored Programs
Assignment Category	Part Time	Work Location	Old Main
Assignment Status	Active - Payroll Eligible		
Job	Manager, Sponsored Programs		

Employment History



These screenshots are from a test environment and are subject to change prior to system release.

**My Details** Edit

**Contact Information**

Phone	307-307-3077
Email	cowboyjoe@uwyo.edu
Home Address	123 Main St Laramie, WY 82070 Albany UNITED STATES
Primary Mailing	Home Address

**Biographical Information**

Last Name	Joe
First Name	Cowboy
Date of Birth	1/1/1990
Legislation	United States
Social Security Number	
Gender	Male
Marital Status	Single

**Disability Information**

Country	United States
Self-Disclosed Disability	No, I don't have a disability
Disclosure Date	2/6/2018
Attachments	None

**Documents**

No data to display.

These screenshots are from a test environment and are subject to change prior to system release.



## Perception

- Creating awareness for change is easy – just tell people!

## Reality

- Lack of awareness is often the biggest reason for resistance



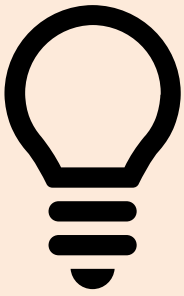
**It is easy to focus on the “what” and ignore the “why”**

Communication messages that focus on **project details** and vision **overlook awareness**. To enable employees to embrace and adopt WyoCloud HCM,

We must **first answer "why"** the change is necessary.

There are many reasons **why our institution is moving to WyoCloud HCM from HRMS.**

Knowing your employees, select the **WHY** to focus on that will have the most meaning in your unit.



- Increase transparency, accountability, and compliance
- Opportunity to streamline and improve business processes
- Forecast and model data
- Trackable workflow
- Less paper forms
- Increase control and access to budget information
- Improve access to online training

### View of Current State

- Individuals who are comfortable with or strongly invested in the current state discredit change to maintain the status quo

### Perception of Problems

- Different views of the same problem

### Credibility of Sender

- View the sender as either credible or someone not to be believed

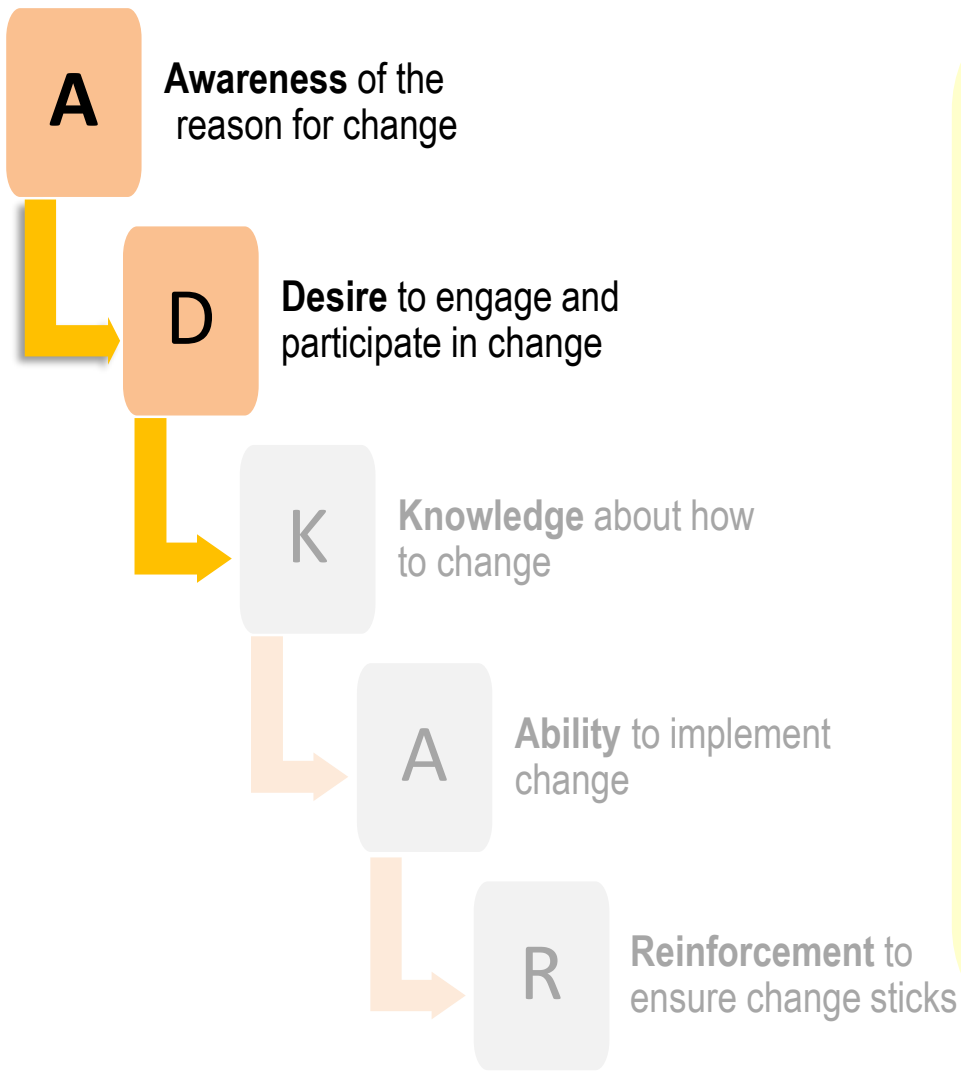
### Misinformation

- Withholding information about change increases the likelihood of incorrect information being shared.

### Questionable Reason for Change

- If the reasons for change are unclear, subjective or open to debate, employees are more likely to resist.





## Change involves personal decisions

What's in it for me?  
What are the personal motivating factors?  
What are the organizational motivating factors?

<b>Desire is tricky because</b>
You cannot <b><u>MAKE</u></b> desire but...
You can <b><u>INFLUENCE</u></b> desire

**When you create desire, you hear...**  
"I have decided to..."

You know your employees best. We need to know what they need to hear to believe in WyoCloud HCM.

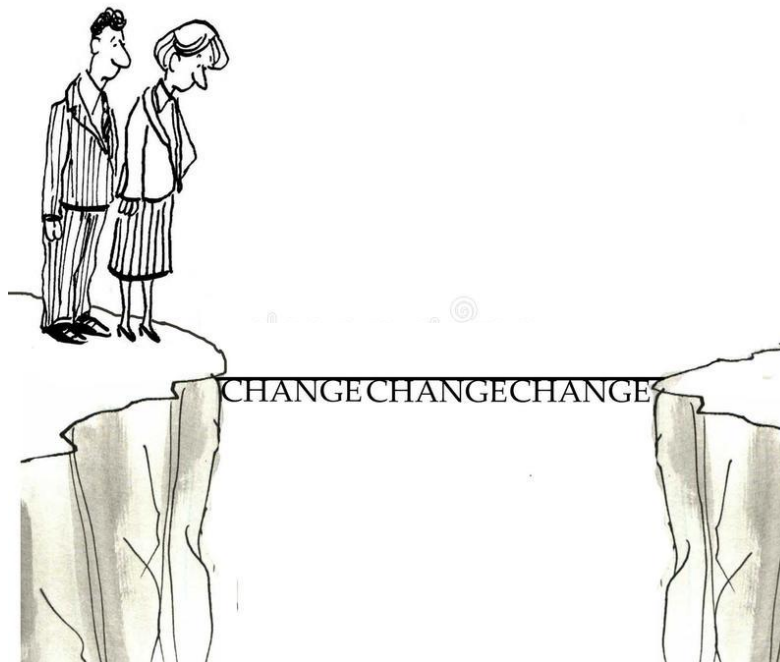
Transitioning an employee from **being aware** of a change to **being engaged** with a desire to participate is a challenge.

Let us know **what message will connect with your employees** by completing our anonymous survey to **shape the communications** we provide you for campus.



I want **YOU** to answer my survey

When awareness has been established for WyoCloud HCM, the next step for an employee is to make a **personal decision to participate** in the change.



Over the coming months, we will work with you to define an answer to the question **“What’s in it for me?”** to help you communicate WyoCloud HCM with your employees.



Following this meeting, we ask that you:

### This Week

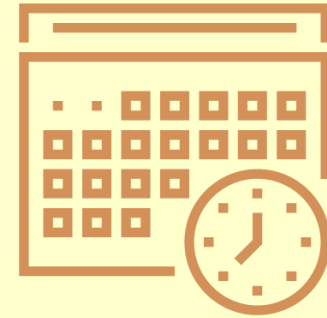
- ✓ Reply to the **Change Agent Employee Engagement survey** with suggestions for how WyoCloud HCM should be sold to your employees
- ✓ Submit your **HCM Report Requests**

### Next Week

- ✓ Receive **updated distribution list**
- ✓ Send the provided **Townhall Reminder** to your distribution list

### Week of February 26<sup>th</sup>

- ✓ Attend the **WyoCloud HCM Townhall** hosted by President Laurie Nichols
- ✓ Attend the **next Change Agent Network meeting** if you have **questions about WyoCloud Planning and Budgeting**



### Next Change Agent Network Meeting:

Wednesday, February 28<sup>th</sup>  
3:00 – 3:30 PM  
Berry Center Auditorium

# Questions & Discussion