**WyoCloud
Change Agent Network Refresh**

December 13th, 2017

GO
POKES!

AGENDA

1	**Leadership Networks**
2	**Campus Communication**
3	**The Importance of Sponsorship**
4	**Change Agent Network**
5	**WyoCloud Team Support**
6	**What's Next?**

Our goal is to organize leaders, at all levels of the University, into **networks** to coordinate communication so end users are **hearing the right message from the right people**. This strategy will foster a network of leaders committed both the success of the university's implementation and change itself.

EXECUTIVE TEAM	SPONSORSHIP NETWORK	CHANGE AGENT NETWORK
Vice Presidents	**Associate Deans, Directors, Dept Heads**	**Managers and Supervisors**
Launch changes and actively sponsor change with unit	Obtain commitment to the project from those with the authority to enforce it and make decisions	Responsible for maintaining the day-to-day business focus
Authorize and support communications	Share communications and set priority	Track readiness and provide two-way communication

To feel confident in their ability to perform their jobs when the WyoCloud system is released, campus end users must be aware of the impending changes and organizational impacts. Each level of the university **plays a unique role in effectively communicating** information, support and buy-in regarding the implementation.

Associate Deans, Directors, Department Heads

Vice Presidents

Executive Team:

Why is UW implementing WyoCloud ?

Sponsorship Network:

What impact does WyoCloud have on our unit?

Managers & Supervisors

Change Agent Network:

How does WyoCloud change my job/role?

End Users
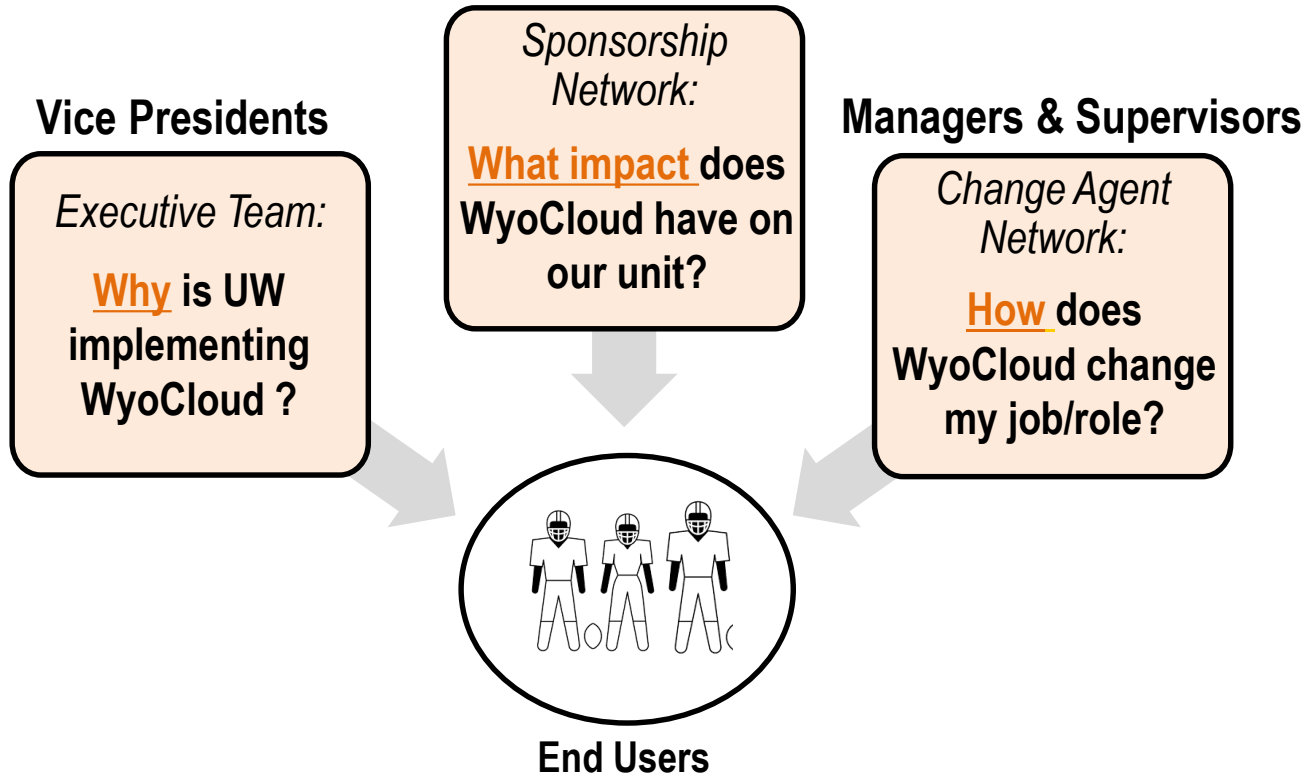
Executive Team and AVPs
Athletic Director

Associate Deans, Department Heads and Directors
Coach

**Managers and Supervisors**
Quarterback

Your Employees
Team

Playing Offense *and* Defense

- Managers are often identified as the **most resistant group** when changes are introduced.

- This resistance is often caused by **not treating managers as employees first** - people who are being tasked with changing how they do their work as a result of a new project or initiative.

- To be successful, **managers must be supportive of a change** before they can take the next step of **supporting their people** through that very same change.

Your primary responsibilities will be to **ensure the following**:
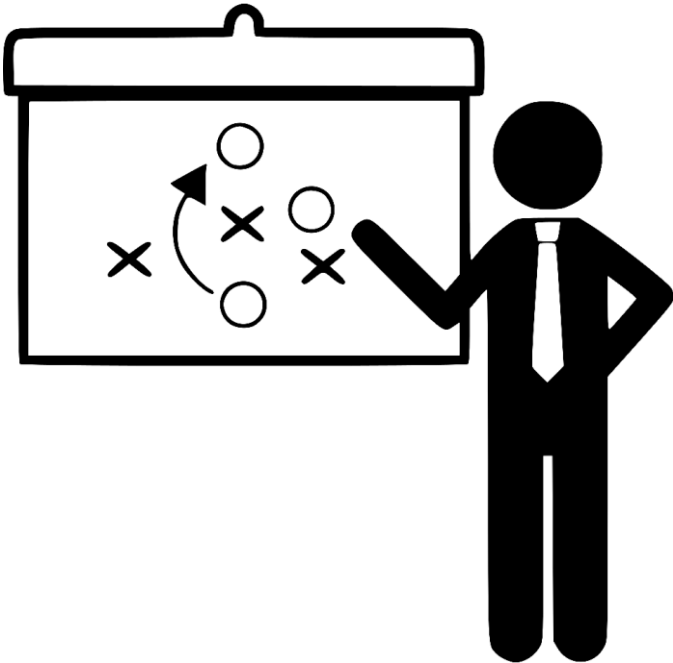
Attend **two meetings per month** for one hour on second Wednesday and 30 minutes on last Wednesday

Set WyoCloud as your unit's **priority** by sharing communications

Present as the WyoCloud **change agent for your unit** at existing departmental meetings

Collaborate with other Change Agents and Sponsors to track and **manage unit readiness**

To guide UW's transition to WyoCloud, you will learn how to utilize Prosci's ADKAR model to **provide clear goals and outcomes for change management activities**, ensuring that the **right information** is shared at the **right time**, addressing an individual's **underlying needs**.

A **wareness** of the business reason for change

D **esire** to engage and participate in change

K **nowledge** about how to change

A **bility** to implement or realize change

R **einforcement** to ensure change sticks

WyoCloud Team Support: Preparing to Lead Change

The WyoCloud Team has the responsibility to prepare you to **lead change** within your units, and **equip you with the right knowledge and skills to communicate** with your employees before WyoCloud is launched to campus.

Through a combination of group and individual activities, change agents will learn to address:

* How do I talk with my employees about change?

* How do I coach my group through a change?

* How do I coach individual employees through

change using the ADKAR Model?

* How to I manage resistance to change?

You will be provided the following tools

Handouts discussing change management methodologies

Email templates to relay messages regarding business process, training, or policy updates

Presentations and talking points to spark discussion

Readiness Trackers, updated by select Change Agents in each unit, will help to **quantify schools/units level of readiness for change** by analyzing the distinct steps and activities Change Agents facilitate. The Readiness Trackers will serve as a resource to Sponsors and the WyoCloud project team to **identify areas of resistance and communication gaps**.

EXAMPLE READINESS TRACKER	
STEP 1: ESTABLISH OUR NEW FOUNDATION	
Attend Change Agent Network Refresh Meeting	Not Started
Meet with your sponsor to discuss roles and setup quarterly checkpoints	Not Started
Introduce yourself as Change Agent Lead/s to department	Not Started
Request presentation slot on upcoming department agendas	Not Started
STEP 2: UNDERSTAND THE IMPACTS OF CHANGE & STEP 3: PLAN FOR CHANGE	
Create and implement a plan to review BPM's with appropriate unit staff	Not Started
Identify, document, and prioritize Change Impacts. Submit Change Impacts to WyoCloud Team	Not Started
Attend the WyoCloud Townhall	Not Started
Engage with sponsor to review progress and ensure alignment before January	Not Started
Engage with sponsor to review progress and ensure alignment before April	Not Started

What's Next?: Game Plan for 2018

The Change Agent Network will meet for 1.5 hours each month to meet with project leadership and **discuss techniques and support material to better communicate change** with your units. Below is the proposed timeline of campus events you will help to communicate.

Campus

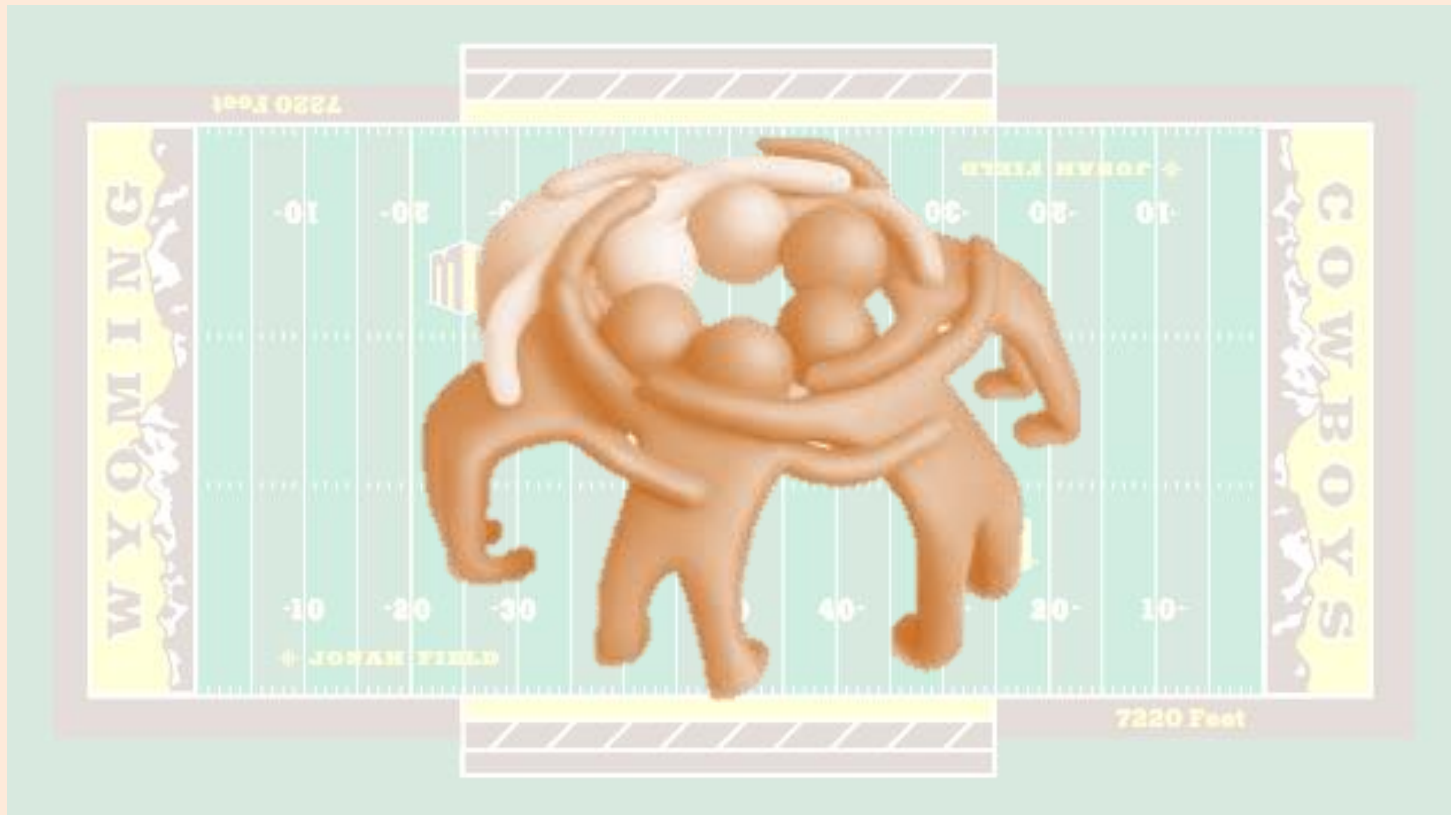| WyoCloud HCM Campus Kickoff | WyoCloud HCM Townhall | WyoCloud HCM Deep Dives | WyoCloud HCM Expo & Training | WyoCloud HCM Go-Live |

| January | February | March | April | May | June | July | August | September | October |

- **High-level system overview of HCM**
- **Introduce WyoCloud to your unit**

- **Learn future state processes from the WyoCloud Team**
  - **Share communication materials**
    - **Track unit readiness**
- **Discuss feedback and resistance from units**

Change Agent Network

**"The achievements of an organization are the results
of the combined effort of each individual."**

- Vince Lombardi

Questions?