



# Schneider Electric Change Adoption Consulting

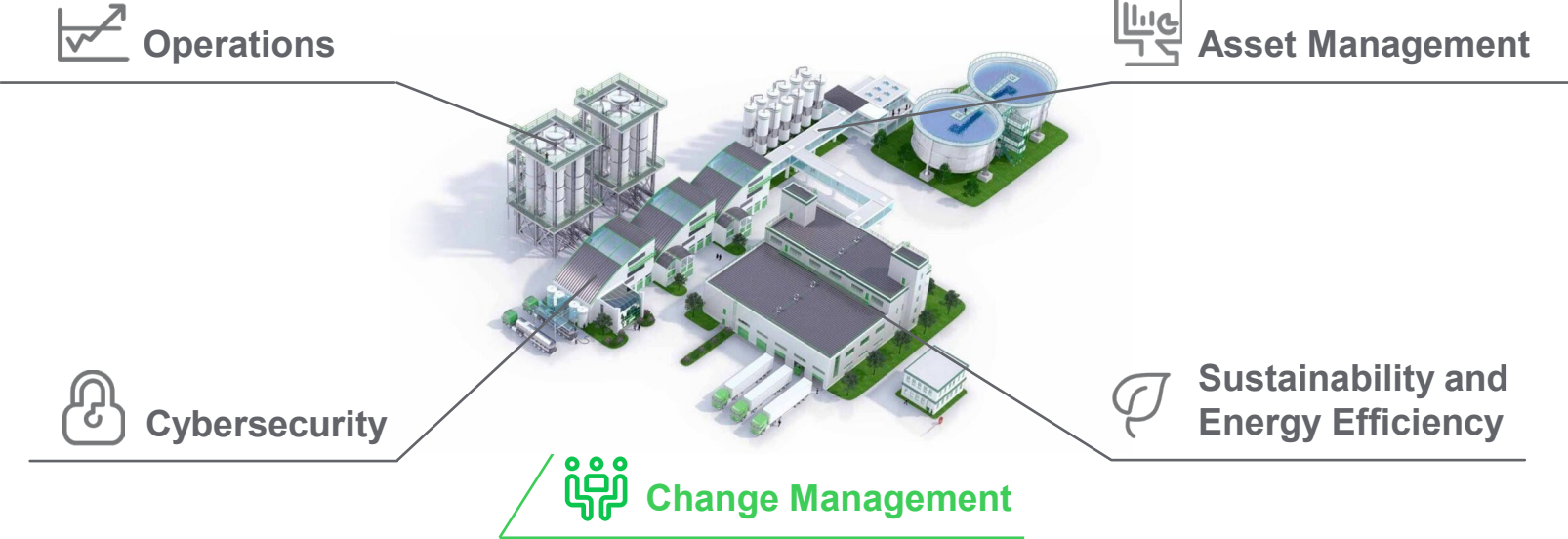
Preparing organizations, including the employees  
and the culture, for business transformations

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**Schneider**  
Electric

# Our vision of industrial digital transformation



Disruptive technologies

Business transformation is the new norm.

Digitization and cybersecurity

Organizational and operational changes

Decisions focused only on the solution are likely to fail.

How do I...

ensure my staff adopt the required behaviors to realize ROI from our business transformation at the earliest opportunity?

# Schneider Electric Change Adoption

Ensures all aspects of the organization, most importantly the people, are fully prepared and ready to accept, adopt, and sustain new ways of working



Specialized services by Change Adoption experts who identify key organizational barriers-to-success to:



Increase ability to realize planned business results and ROI by...reinforcing new behaviors and changing mindsets.



Shorten the lifecycle of the transformation by... reducing delays due to confusion and change resistance.



Minimize the loss of productivity by...keeping employees informed of and engaged in the change.



Maintain employee satisfaction by...effectively managing personal transitions throughout the transformation.



Early understanding of the cost of the people side of change

# Change Adoption Solutions

## Environment Diagnosis

- Understand the readiness of the impacted organization and environment to implement and sustain the changes.

## Development

- Develop Change Adoption mitigation plans for addressing potential barriers to required behavior changes and adoption levels.

## Deployment

- Implement Change Adoption action plans.
- Implement Stakeholder Communication Plans.
- Conduct user training.

## Sustainability

- Measure and report Change Adoption after deployment.



Change Adoption  
**Maturity  
Assessment**



Change Adoption  
**Best Practices  
Audit**



Change Adoption  
**Training**



Change Adoption  
**Execution  
Strategy**



Change Adoption  
**Sustainment**

Specialized solutions by Change Adoption Experts experienced in implementing large industrial transformations and complex business change

# Executing Change Adoption (CA) across the organization

## Organize Team, Tools, and Strategy

- Identify and assign dedicated CA Specialists to the sites and use cases.
- Train these Specialists on the CA methodology and tools.
- Develop the CA Strategy and the **CA Plan**.

**Leading Change Adoption**  
**Investigate | Change Readiness Assessment**

What is the impact of this change? Do we understand the readiness of the environment, stakeholders, and leaders to implement and sustain this change?

- The Change Readiness Assessment helps gauge the organization's readiness for a proposed change for **productivity, efficiency, and cost**.
- The output of the Change Readiness Assessment allows a team to make strategic decisions about how they will design, build, and lead the change to increase resistance and improve adoption and sustainment.

**How the Assessment is considered and used**

**Leading Change Adoption**  
**Investigate | Change Readiness Wheel**

The Change Readiness Assessment identifies the following results as a result of:

- No readiness issues
- A few readiness issues
- Significant readiness issues
- A lot of readiness issues

**Change History**  
Willingness to move beyond past experience

**Capability**  
Willingness to adopt the change, identify other areas

**Commitment**  
Level of initial resistance to the change

**Capacity**  
Ability to engage in change activities in competing priorities

**Communication**  
Level of understanding they have about the change of this site

**Change Readiness Wheel**

## Drive Stakeholder Management and Communications

- Identify key stakeholders impacted by the digital transformation.
- Determine key changes for key stakeholders.
- Assess resistance areas, barriers to success, and reasons for buy-in.
- Develop and implement the **CA Action Plan**.
- Manage active and visible executive sponsorship.
- Deliver frequent and open communications.
- Drive engagement and support from middle management and end users.

**Leading Change Adoption**  
**Influence | Stakeholder Management Plan**

Stakeholder	Role	Impact of Adoption	Control Level of Adoption	Stakeholder Role	Stakeholder Status	Stakeholder Interest	Stakeholder Influence	Stakeholder Power	Stakeholder Attitude	Stakeholder Strategy	Stakeholder Action
Site Director	Site Director	High	High	High	High	High	High	High	High	High	High

**Leading Change Adoption**  
**Lead and Communicate | Change Communication Plan**

Product Line	Site	Product Line	Site	Product Line	Site	Product Line	Site	Product Line	Site	Product Line	Site
Product Line	Site	Product Line	Site	Product Line	Site	Product Line	Site	Product Line	Site	Product Line	Site

## Reinforce Business as the New Way

- Measure and report levels of adoption and address the gaps.
- Recognize and celebrate the successes.

**Leading Change Adoption**  
**Integrate | Adoption Measurement Plan**

**STEP ONE**  
Identify metrics to evaluate adoption of the Integration of the Solution and Product Sales Issues.

**“What are the most meaningful metrics for evaluating adoption of this change?”**

Category	Purpose	Identify Metrics
Learning Comprehension and Commitment	How effective are the learning events in preparing salespeople (products and solutions) to adopt the change?	<p><b>DURING IMPLEMENTATION:</b></p> <ul style="list-style-type: none"> <li>• Training participation rates to solution selling techniques.</li> </ul> <p><b>POST IMPLEMENTATION:</b></p> <ul style="list-style-type: none"> <li>• Evaluation responses to commitment questions (1 are submitting to sell solution?)</li> </ul>
Communication Effectiveness	Are our communications effectively engaging our Sales people (Products and Solutions) in the change?	<p><b>DURING IMPLEMENTATION:</b></p> <ul style="list-style-type: none"> <li>• Number clarifying questions asked after communication (organization set up, roles and responsibilities, compensation)</li> </ul> <p><b>POST IMPLEMENTATION:</b></p> <ul style="list-style-type: none"> <li>• Percentage of communication tools that remain as “effective” in the environment (posters, door box, learning posters, grade, ...)</li> </ul>

Page 1 of 8



# Resource Requirements

  
**Customer  
 Change Adoption  
 Specialist**

**Operational and technical understanding of the environment impacted by the change**

**And the ability to...**

- ✓ Communicate effectively.
- ✓ Listen actively.
- ✓ Influence others.
- ✓ Move people towards a shared vision.
- ✓ Adapt to ambiguous situations.
- ✓ Operate within all levels of the organization.

ensures  
 digital transformation initiatives  
 meet objectives on time and on budget  
 by focusing on the people side of  
 the change to increase adoption

Provided by the Schneider Electric  
 Change Adoption Consultant

**Knowledge of...**

- How people go through change
- The Change Process
- Change Management:
  - Principles
  - Framework
    - Schneider Electric methodology
    - Execution tools
  - On-the-job training



Works under the direction of the  
**Schneider Electric  
 Change Adoption  
 Consultant**



Creates and implements the Change Adoption strategy and action plans to maximize and sustain adoption



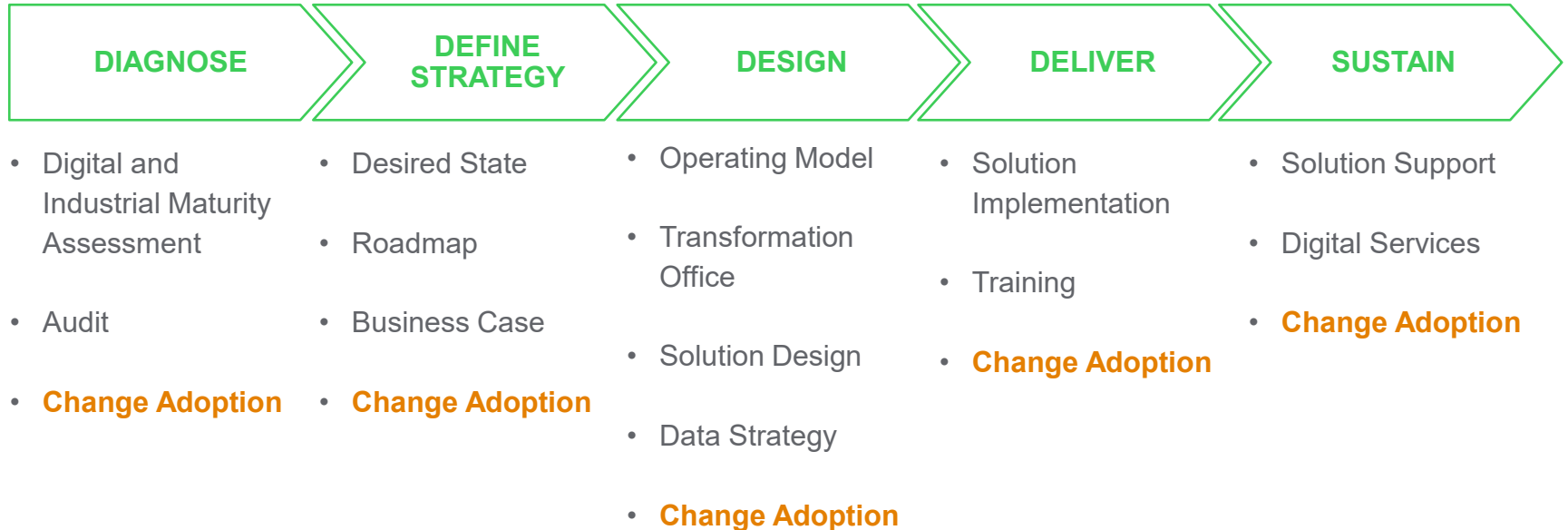
Acts as coach to help senior management be effective  
 Change Sponsors



Provides support to frontline management as they help teams transition to new ways of working



# Change Adoption throughout the entire Industrial Digital Transformation lifecycle





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To learn how Schneider Electric can help accelerate your industrial digital transformation, visit:

[se.com](https://se.com)

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