

# Design Document

**Training Title:** Intro to Change Management

<b>Business Goal and Problem</b>	<p>Now to Play (NTP), a tech company, has new ownership. The new owners want to implement the change management system for upcoming changes. They want to implement the system as seamlessly as possible in order to retain at least 80% of NTP's loyal employee base.</p> <p>If change management is implemented correctly, employees will be on-boarded for major company changes. Full success means employee satisfaction will remain at 75% or higher based on anonymous company surveys.</p>
<b>Target Audience</b>	<p>Low and mid level managers at NTP who already have jobs at the company.</p> <p>Most of the managers are middle-aged male</p> <p>Most of the managers have worked their way up to their current position through the company so are familiar with the inner working of NTP</p> <p>Change management is new to most of the managers, so this training will be an early introduction to how it works and how to roll it out to direct reports</p>
<b>Learning Objectives</b>	<p><b>Terminal LOs:</b></p> <ul style="list-style-type: none"><li>• Address concerns from employees about changes to performance matrix</li><li>• Implement preventative measures/strategies to address challenges before they can escalate</li><li>• Implement new support and reward systems to help encourage employee buy-in for the upcoming changes</li></ul> <p><b>Enabling LOs:</b></p> <ul style="list-style-type: none"><li>• Summarize the change management system so employees are not overwhelmed during the change process</li><li>• Know what the performance goals will be, especially as they relate to performance reviews</li><li>• Recognize what types of roadblocks and concerns employees on their team might have about the change management system</li></ul>
<b>Training Recommendation</b>	<p><b>Delivery Method:</b> eLearning created in Articulate Rise</p> <p><b>Approach:</b> Text based training with appropriate interactions interspersed throughout</p>
<b>Training Time</b>	<p>This training takes about 20-30 minutes to complete</p>

<b>Deliverables</b>	eLearning module developed in Articulate Rise SCORM file for LMS
<b>Training Outline</b>	<ul style="list-style-type: none"> <li>● Overview <ul style="list-style-type: none"> <li>○ Intro</li> <li>○ State Learning Objectives</li> </ul> </li> <li>● Step 1: Prepare Your Team for Change <ul style="list-style-type: none"> <li>○ How to start addressing issues and get the team on board</li> </ul> </li> <li>● Step 2: Craft a Vision and Plan for Change <ul style="list-style-type: none"> <li>○ Introduce concept of change management committee and their role</li> <li>○ Identifying roadblocks</li> <li>○ How to pitch ideas to the change management committee <ul style="list-style-type: none"> <li>■ Strategic Goals</li> <li>■ Key Performance INdicators</li> <li>■ Project Stakeholders and Team</li> <li>■ Project Scope</li> </ul> </li> <li>○ <b>Knowledge Check</b> <ul style="list-style-type: none"> <li>■ Example questions to have answers ready for the change management committee</li> </ul> </li> </ul> </li> <li>● Step 3: Implement the Changes <ul style="list-style-type: none"> <li>○ Rolling the plan out officially</li> <li>○ Have solutions ready to go for already identified roadblocks</li> <li>○ <b>Knowledge Check</b> <ul style="list-style-type: none"> <li>■ Match possible roadblocks to possible solutions</li> </ul> </li> </ul> </li> <li>● Step 4: Embed Changes Within Company Culture and Practices <ul style="list-style-type: none"> <li>○ Positive reinforcement</li> <li>○ Call to employees for suggestions of what they want to see at the company</li> </ul> </li> <li>● Quiz with five questions</li> <li>● Conclusion &amp; Congratulations</li> </ul>
<b>Assessment Plan</b>	<p><b>Level 2 Assessment:</b> Two ungraded Knowledge Checks - at the end of Steps 2 and 3 There will be 5 graded scenario based questions at the end of the training. Each question will assess a different aspect of how change management will be rolled out and how to navigate possible roadblocks.</p> <p><b>Level 3 Assessment:</b> Send out anonymous surveys within a month after this training to understand how employees are feeling about the changes. Communicate with the change management committee every month or two to ensure that any questions or concerns are addressed appropriately and managers are bringing the needed information for problems they bring forward. This will help assess if change management is helping as the new owners intended.</p>