# phase 2- managing change develop change management plans

Sample Template for Training Supervisors on Change Management

1. Introduction and welcome
2. What is the role of a supervisor during change?
   * Create awareness about what it means to be an effective coach in a changing environment. Describe the role and expectations for this specific project.
3. Why is this level of coaching important during change?
   * Illustrate the importance of supervisors in successful change. Employees trust and look toward supervisors for candid and meaningful information, especially when things around them are changing.
4. How to use ADKAR® with employees
   * The ADKAR® Model is an effective method for identifying where changes are failing and what actions can be taken. It is easy to understand and will give you a way to talk with your employees about the change.
5. Group change coaching guidelines
   * Distribute sample group meeting agenda. Use role-plays and question and answer exercises to practice group coaching during a change.
6. Individual change coaching guidelines
   * Distribute a sample individual change coaching plan. Present the ADKAR® profile and the corrective actions for each of the phases. Discuss implications, frequency and variations of individual coaching approaches.
7. Prepare change management coaching timelines
   * Define timelines for specific group and individual coaching activities.
8. Next steps and coaching support
   * Develop feedback mechanisms for returning information to the change management team and adapting activities to meet the current situation. Tell managers and supervisors where they can get help.

**Sample group coaching agenda**

1. **Introductions and ice-breaker**
2. **Explanation of the change**

Provide background and context for this change. Be honest about what is known and what is not known at this time.

1. **ADKAR introduction**

Introduce the ADKAR® Model using example changes and show how ADKAR® applies to these changes.

1. **ADKAR individual exercise**

Have employees complete the ADKAR® exercise for a personal change. Those who feel comfortable can share their experience (you’ll be surprised how many will share). You may want to provide the paperback book, “Employee’s Survival Guide to Change.” This book includes worksheets for ADKAR®. ADKAR® worksheets are also available in the templates section of the tool.

1. **ADKAR**® **group exercise and presentation**

Work in small groups or as a whole team to look at the current change in terms of ADKAR®. Where are the barrier points? Brainstorm and capture on flipcharts.

1. **Question and answer session**

Facilitate a discussion about the change and about ADKAR®. Provide an open and safe environment for candid discussion about the change.

1. **Next steps and where to get support**
2. **Individual coaching sessions**

Announce that individual sessions will be conducted and provide guidelines for these coaching sessions.