

PittWorx Champion Kickoff



Session Topics

- Overview
- Objectives
- Approach
- Timeline

Why People Resist Change

Resistance



Personal Loss



Perception there is no need



Lack of input to the changes



Fear



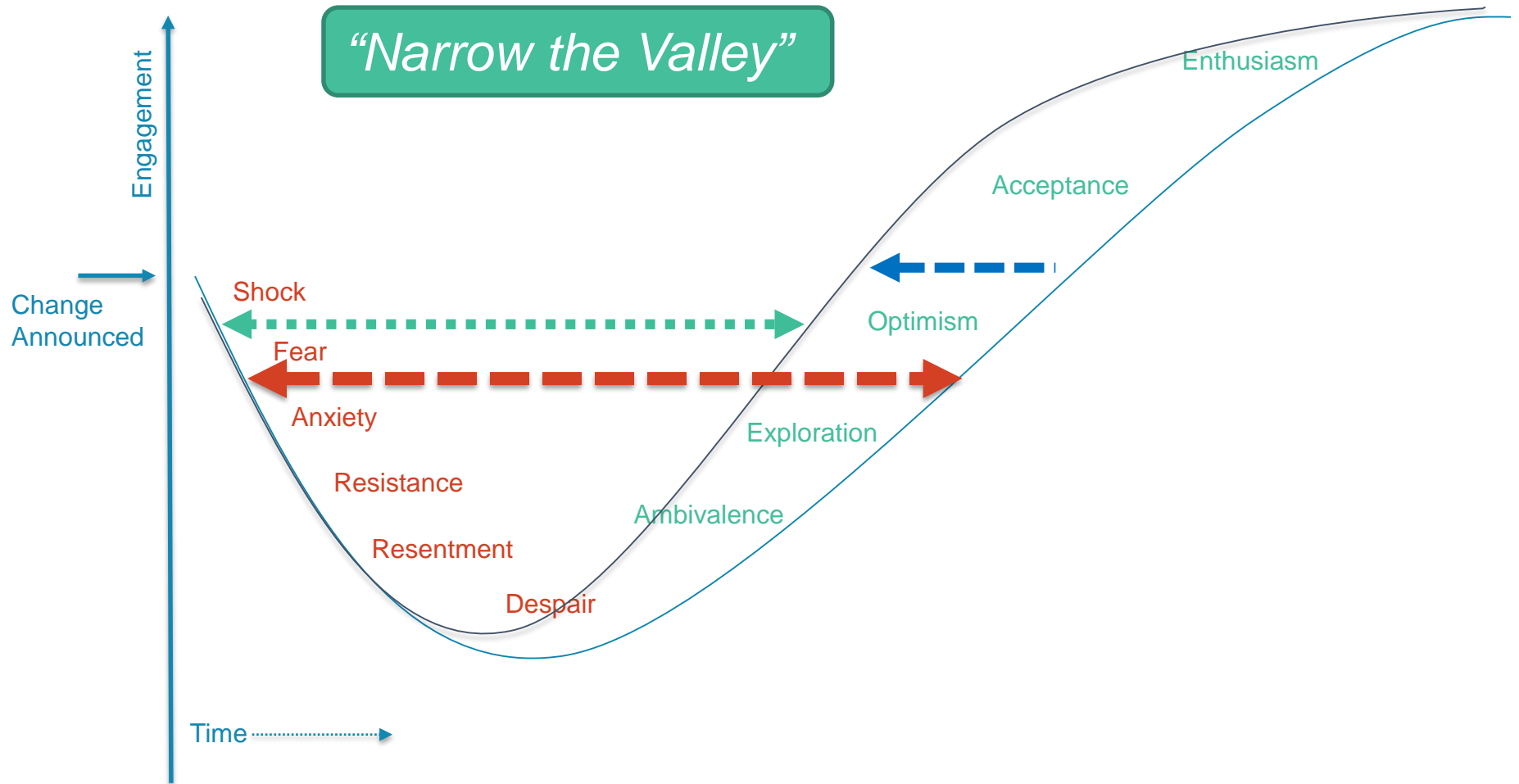
The effort required



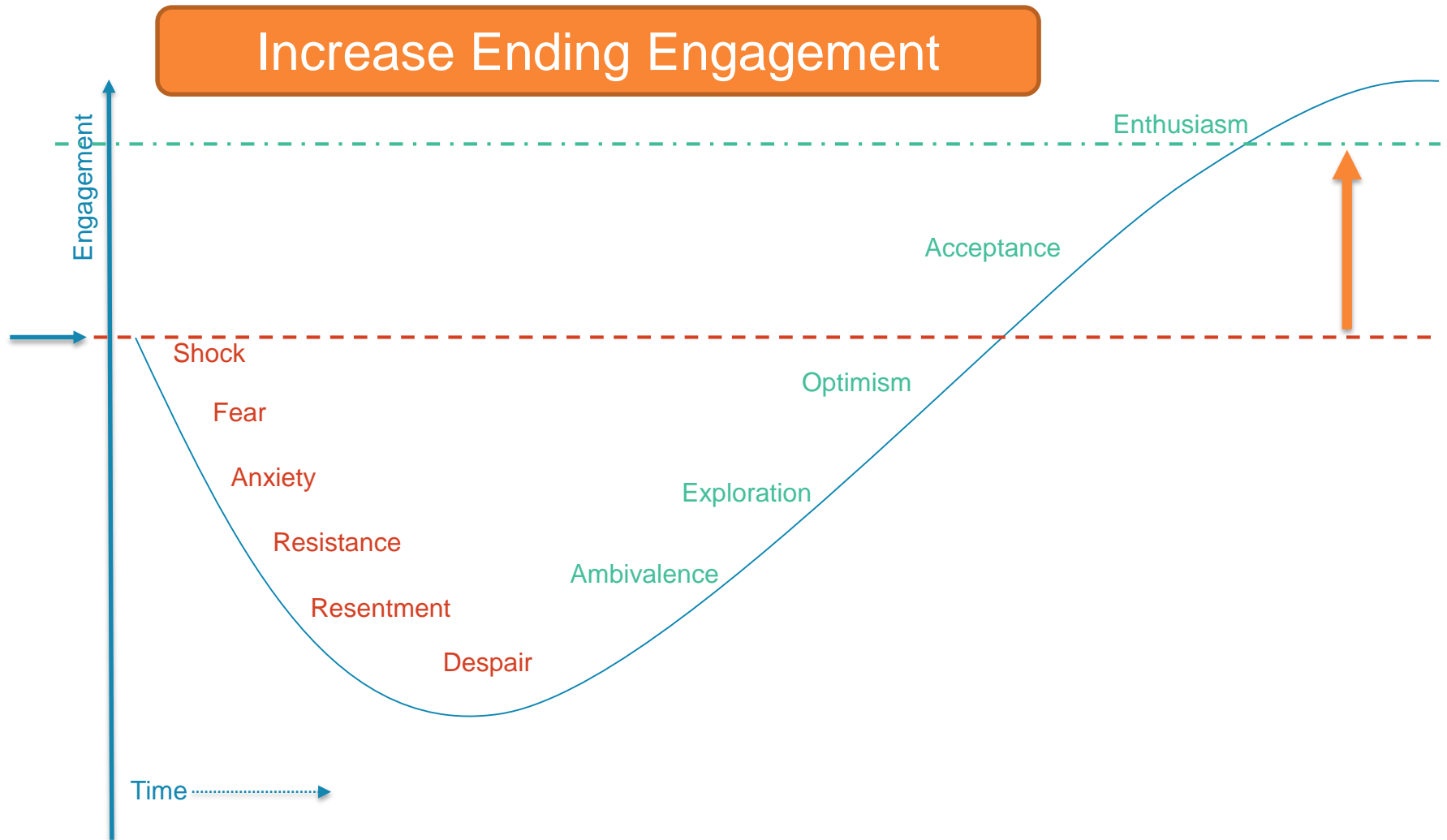
Poor articulation of benefits

How you respond to resistance will send important messages to your organization about how you are managing change.

Change Transition Model for HR Technology



Change Transition Model for HR Technology



Pitt's Vision for Cloud

“value-added
automation”

”streamlined
processes”

“collaboration
and social
networks”

**An innovative HR system that
provides best in class,
personalized services to the
University community through an
inclusive and engaging experience**

“processes, data,
and systems are
secure, accurate
and compliant”

“best in class
innovative
solutions”

“an engaging,
inclusive and
personalized
customer
experience”

“predictive,
informative,
and actionable
analytics”

Our Journey to PittWorx

Modules for Design & Deployment



Change Readiness Objectives for End Users

- Availability of ample tools for end-users to achieve necessary system proficiency by go-live
- On-going training and readily accessible documentation to answer system/process-related question
- Clear awareness of where to find reference resources for guidance on system actions and features
- Ability to quickly and easily communicate requests for system assistance
- Awareness of system value proposition to the University at-large, and improvements to their day-to-day operations
- Ability to provide feedback and suggestions for system improvements
- Awareness of system capabilities and a roadmap of ongoing system improvements

Define Champions

PittWorx Champions will perform as compelling advocates of the PittWorx system, ensuring University colleagues receive accurate information about system functionality, its value to the University, and the benefits of its adoption. Champions will utilize enablement tools provided by the PittWorx Change Readiness team to address questions and concerns communicated by colleagues.

What will Champions do?

- Participate in scheduled update meetings across campus to learn about PittWorx's capabilities
- Examine resources regarding the system, its implementation, and related activities to share with colleagues
- Interact with other Champions to transfer knowledge and experiences, and devise best practices
- Share perspective on the best means for introducing PittWorx to colleagues and promoting its adoption

Why be a Champion?

- Lead the way in introducing cutting-edge technology to the University
- Assist colleagues adopt new technology by offering accurate information and reliable reassurance
- Expand professional network, receive coaching on delivering presentations and managing change, and contribute to designing "pulse checks" and related surveys
- Support one of the University's top strategic priorities
- Collaborate and socialize with University leadership, project team, and other Champions

What is the Champion time commitment?

- Attend a one-hour, twice monthly meeting to learn about PittWorx, the implementation status, timeline and activities, and receive "sneak peaks" into upcoming communications
- Receive tools and enablers for promoting system adoption to share with colleagues
- Represent the project as a Champion for up to four months

Biweekly Sessions

- Provide update
 - E.g. Accomplishments, progress, timeline
- Receive project updates
 - E.g. General outlook/mood, suggestions for tools and methods, specific feedback
- Workshops on project-related topics
 - E.g. Leading change, managing and overcoming resistance, presentation skills
- Receive enablement tools
 - E.g. Sneak peaks into communications, screenshots, FAQ's, slide decks
- Socialize
 - Opportunities to network and collaborate with other Champions
- Pre Go-live “Pep Rally”
- Post go-live celebration

Timeline

