**Stakeholder Engagement & Change Readiness Assessment**

**Description:**  
A thorough analysis of all key stakeholders’ current capabilities, attitudes, and readiness to adopt the new ERP and CRM systems, forming the foundation for effective change management.

**Contents:**

* Identification and mapping of internal stakeholders (finance teams, HR staff, procurement officers, program managers) and external stakeholders (donors, partners, government agencies).
* Assessment of digital maturity levels and openness to change within each stakeholder group through surveys, interviews, and focus groups.
* Documentation of potential resistance points, cultural factors, and communication barriers.
* Tailored engagement strategies developed for each stakeholder segment to address concerns and promote buy-in.
* Baseline measurement tools and feedback mechanisms to track progress and adapt approaches.
* Preliminary training needs analysis to guide capacity-building activities.