

## LISTEN TO EMPLOYEES AND GATHER FEEDBACK

It is important to follow-up with employees to understand how the change is working. Many teams fall into the trap of completing their change management checklist without listening to what employees have to say. The feedback you gather will be helpful in developing corrective actions and post-implementation change management activities.

There are a number of different ways to gather employee feedback. The employee feedback template provided below is a formal approach based on **The ADKAR® Model**.

### Employee Feedback Template

Rank the following statements (1=strongly disagree, 5=strongly agree)



#### AWARENESS

**I understand the business reasons for the change.**

<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5
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**I understand the risks of not changing.**

<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5
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**I understand the impact on my day-to-day work activities.**

<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5
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**DESIRE**

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**I am personally motivated to be part of the change.**

1

2

3

4

5

**I look forward to the new, changed environment.**

1

2

3

4

5

**My peers support the change.**

1

2

3

4

5

**My supervisors and managers support the change.**

1

2

3

4

5

**Executives and key business leaders support the change.**

1

2

3

4

5

**KNOWLEDGE**

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**I have the skills and knowledge to be successful during the change.**

1

2

3

4

5

**I have the skills and knowledge to be successful after the change.**

1

2

3

4

5

Training has been adequate to prepare me.

<input type="text"/>	1	<input type="text"/>	2	<input type="text"/>	3	<input type="text"/>	4	<input type="text"/>	5
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## ABILITY

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I have the ability to perform the new duties required by the change.

<input type="text"/>	1	<input type="text"/>	2	<input type="text"/>	3	<input type="text"/>	4	<input type="text"/>	5
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I can get support when I have problems and questions.

<input type="text"/>	1	<input type="text"/>	2	<input type="text"/>	3	<input type="text"/>	4	<input type="text"/>	5
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I have practice at performing in the new environment.

<input type="text"/>	1	<input type="text"/>	2	<input type="text"/>	3	<input type="text"/>	4	<input type="text"/>	5
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## REINFORCEMENT

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The organization is committed to keeping the change in place.

<input type="text"/>	1	<input type="text"/>	2	<input type="text"/>	3	<input type="text"/>	4	<input type="text"/>	5
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I know the consequences of not performing my new activities.

<input type="text"/>	1	<input type="text"/>	2	<input type="text"/>	3	<input type="text"/>	4	<input type="text"/>	5
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I am rewarded for performing in the new way.

<input type="text"/>	1	<input type="text"/>	2	<input type="text"/>	3	<input type="text"/>	4	<input type="text"/>	5
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**Comments and improvement suggestions:**

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