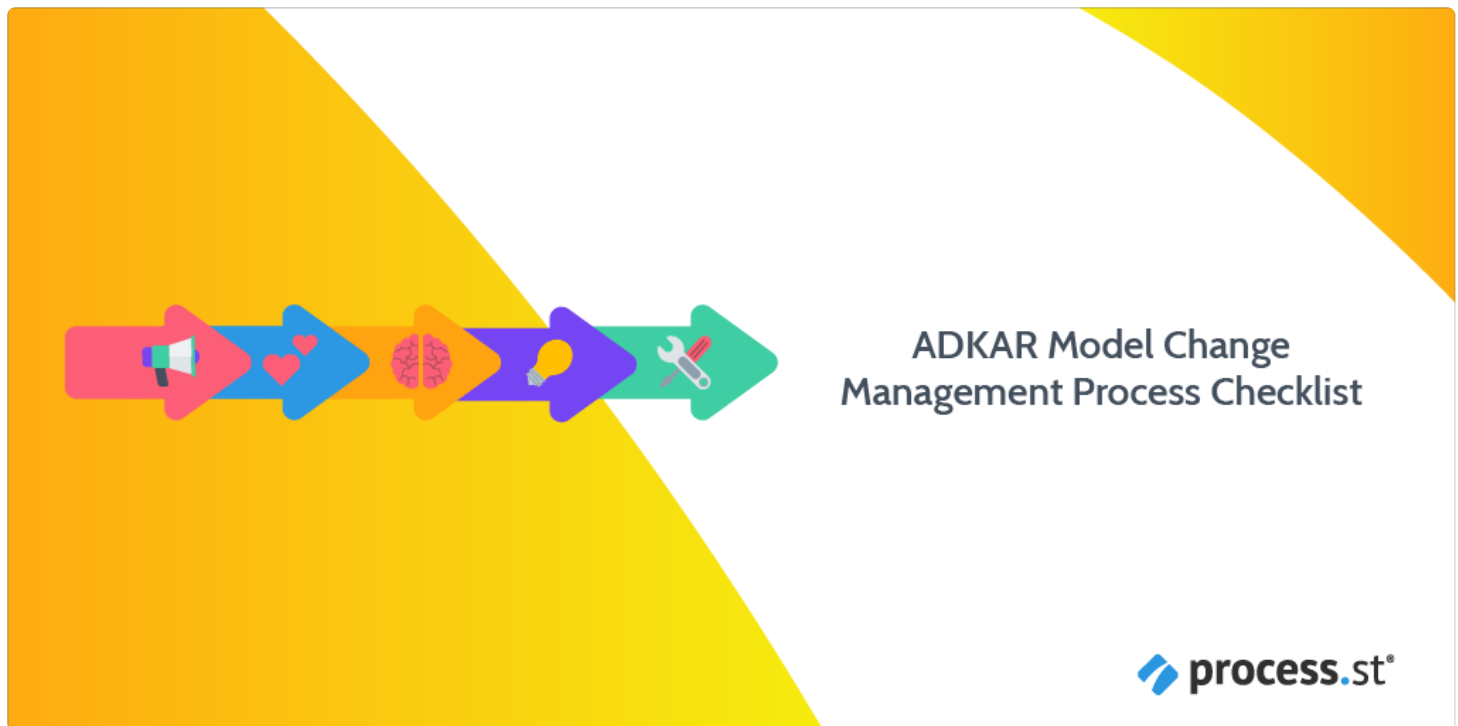


Introduction:



ADKAR is an acronym standing for Awareness, Desire, Knowledge, Ability, and Reinforcement. It is a goal-oriented approach to managing change. Run this ADKAR Model Change Management Process Checklist to implement the ADKAR model and effectively manage change in your organization.

The ADKAR model: An introduction

The ADKAR model was developed by [Jeffrey Hiatt](#), founder of [Prosico](#), in [2003](#). The method takes a bottom-up approach, focusing on the individuals behind the change. Each letter in the acronym stands for the goal to be reached.:

- **Awareness** - to the need for change
- **Desire** - to participate and support the change
- **Knowledge** - on how to change
- **Ability** - to implement the required skills and behaviors
- **Reinforcement** - to sustain the change

By focusing on achieving these four goals, the AKDAR model effectively plans out change on both an individual and at an organizational level.

What's good about it

The ADKAR model takes a bottom-up approach for the management of change, focusing on the employees. Change is readily and reliably deployed, resulting in higher success rates by giving set goals to meet.

It is a flexible approach, targeting small incremental changes that are easier to deploy.

What's bad about it

The ADKAR model falls short when it comes to large-scale changes. Taking a bottom-up approach macro-management is ignored.

How to use this checklist

At the beginning of this checklist, you will be **presented with a set of specialized questions** given as form fields. You are required to populate each form field with your data.

This checklist is broken down into phases. Each phase is characterized by the targeted goal:

- **Phase 1 - Awareness**
- **Phase 2 - Desire**
- **Phase 3 - Knowledge**
- **Phase 4 - Ability**
- **Phase 5 - Reinforcement**

At the end of each phase, your supervisor/manager will review your work **using Process Street's [approvals](#) feature**. Other features used in this template include:

- [Stop tasks](#) - To ensure task order.
- [Dynamic due dates](#) - To make sure your initiative is reviewed on time.
- [Role assignment](#) - To delegate tasks within your team ensuring your supervisors is appropriately assigned to the review tasks.
- [Approvals](#) - Tasks can be accepted, rejected, and rejected with comments.

Record checklist details

In this ADKAR Model Change Management Process Checklist , you will be presented with the following **form fields** for which you are required to **populate** with your **specific data**. More information for each form field type is provided via linkage to our help pages:

- [Subtasks](#)
- [Long text](#)
- [Short text](#)
- [Date](#)
- [Approvals](#)
- [Website form field](#)
- [File upload form field](#)
- [Role assignment](#)
- [Drop-down form field](#)

Let's start by recording your business details, your details, and the details of your supervisor or manager.

This is a stop task, meaning you cannot progress in this template until the required form fields are populated.

Business details

Business name

Something will be typed here...

Your details

Your full name

Details of Manager/Supervisor

Manager's name

Checklist details

Once set, the due dates for each phase in this ADKAR Change Management Model Process Checklist will be used to set a dynamic due date, **notifying your manager for the needed phase approval when required.**

Checklist start date**Phase 1, awareness due date****Phase 2, desire due date****Phase 3, knowledge due date****Phase 4, ability****Phase 5, reinforcement due date**

Perform an ADKAR assessment

Before we delve into the details of your ADKAR change management process, use this ADKAR assessment as a starting overview.

Begin by providing a brief description of the change.

Next, **define the need for this change**, this is about being aware.

Then **explain the desire to make the change happen**.

Give **knowledge about how to change**.

Detail your **ability to change**, how you will make change happen.

Define how you will reinforce to maintain change.

Description of the change

Something will be typed here...

Desire for change

Something will be typed here...

Knowledge about how to change

Something will be typed here...

Reinforce to maintain change

Something will be typed here...

Phase 1 - Awareness:



Schedule a phase 1 meeting

The awareness stage is all about making sure that your employees understand the need for change.

To begin, schedule a meeting with your employees and/or managers - all those who will be impacted by the changes made.

Select a date for this meeting using our date form field. This will utilize our **dynamic due date feature**, pinging you and the participating members a reminder a day before the meeting.

Use the **members form field** to select the participating members to attend this meeting.

Phase 1: meeting date

Date will be set here

Plan phase 1 meeting

Once you have scheduled the phase 1 meeting, the next stage is to **plan this meeting**, making sure all bases are covered.

You are presented with our long text form fields to guide you through this planning stage:

1. Provide a summary of the state of current affairs. Identify the problem.
2. Summarize the changes you propose, changes that will improve upon the current situation.
3. Summarize the benefits of the proposed changes to drive the point home.

You are then presented with our **subtask form field**. Check off the task on completion. This task ensures that you have evidence supporting your **addressing need for change**.

Summary: Current state of affairs

Something will be typed here...

Proposed changes

Something will be typed here...

Summary: Benefits of proposed changes

Something will be typed here...

1 ☐ I have hard evidence justifying why change is needed

Run phase 1 meeting

It is now time to run your phase 1 meeting, to bring awareness of change to relevant managers and employees.

This is a stop task meaning you cannot proceed in this checklist until phase 1 meeting has been conducted.

Once your meeting is conducted, phase 1 of the ADKAR Model is ready for approval by your manager.

Approval: Phase 1

Will be submitted for approval:

Run phase 1 meeting

Will be submitted

Phase 2 - Desire:



Schedule phase 2 meeting

To instill desire from your employees and management for change, **you need to appeal to both the logical and the emotional sides**. Without both on your side, the commitment you need to instill change won't be there.

Begin by **identifying both departments and groups that will be impacted by your introduced change**.

Next, you need to schedule a second meeting, the implement the desire phase of the ADKAR Change Management Model. Use the **date form field** to schedule this meeting, and **select the attendees via the member's form field**.

Departments/groups impacted by the change

Something will be typed here...

Phase 2: meeting date

Date will be set here

Make sure selected attendees include all departments and groups that will be impacted by the proposed change.

Plan phase 2 meeting

During the phase 2 meeting, you want to **instill a desire for change**.

One of the best ways to do this is to **promote the benefits of the change via real-world examples** of what will happen after the change. Compare this to your current position.

Real-world examples

Something will be typed here...

After change vs current position

Something will be typed here...

During the meeting make sure to give and gather feedback.

Run phase 2 meeting

It is now time to run your phase 2 meeting, to bring awareness of change to relevant managers and employees.

This is a stop task meaning you cannot proceed in this checklist until phase 2 meeting has been conducted.

Obtain feedback

During the phase 2 meeting, make sure you have gathered feedback. You can use this section to **record feedback given via our long-text form fields.**

Phase 2: Meeting feedback

Something will be typed here...

Approval: Phase 2

Will be submitted for approval:

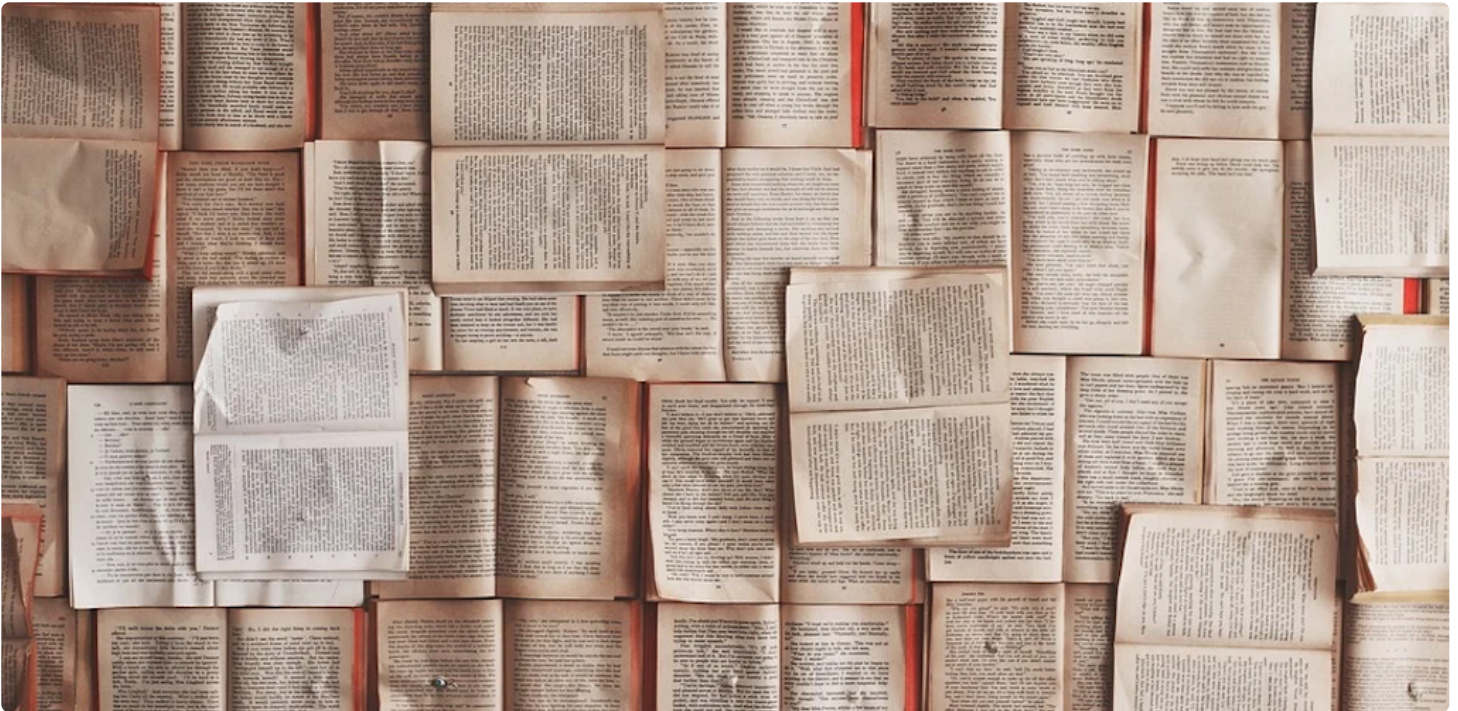
Run phase 2 meeting

Will be submitted

Obtain feedback

Will be submitted

Phase 3 - Knowledge:



Educate relevant employees regarding the proposed change

The knowledge phase of the ADKAR model is to **make sure that everyone knows *how* the change will be carried out to fulfill a specific process part.**

Use the subtask form field below to guide you through the knowledge phase of the ADKAR change management process.

This is a **stop task**, you cannot complete this checklist until all required tasks are complete.

- 1 ☐ Break down the change into steps
- 2 ☐ Analyze what employees need to know for each step
- 3 ☐ Teach employees how the change will be completed
- 4 ☐ Communicate with employees what their part in the change process is

Approval: Phase 3

Will be submitted for approval:

Educate relevant employees regarding the proposed change

Will be submitted

Phase 4 - Ability:**Access whether extra training/experience is needed**

There can be a large gap between knowing how to complete a task and carrying the task out. **Just because you know how to do something doesn't mean you are good at it.**

You are presented with our drop-down form field, selecting **yes** or **no** from this form field will direct you to the relevant stage in this checklist.

- 1 ☐ Check the ability of each employee, assess whether the extra experience is needed

Is extra experience/training needed to implement the required change?

An option will be selected here

**Develop a means to meet the extra training/experience demands**

The required knowledge and ability to achieve your change can be supported via creating a documented process.

Anyone will be able to follow these documented processes, no matter their skill set or experience. Documented processes will also make changes consistent and measurable, by locking variables in a constant state.

You can **use Process Street to document your processes** - just like this one. For more information on how to do this, watch the below video.



Approval: Phase 4

Will be submitted for approval:

Access whether extra training/experience is needed

Will be submitted

Develop a means to meet the extra training/experience demands

Will be submitted

Phase 5 - Reinforcement:



Schedule phase 5 meeting

To reinforce the change made, **set up another meeting**.

Use the date form field to detail *when* this meeting should take place. Use the members form field to detail *who* will attend this meeting.

Phase 5: Meeting date

Date will be set here

Plan phase 5 meeting

Reinforcement is the **implementation of incentives and rewards** to make sure that change is maintained until it becomes the new norm. Use the long-text form field to record the incentives and rewards to be provided to support the change/s.

Incentives and rewards

Something will be typed here...

By now, **mistakes and errors in the process of the change application must have been identified**. Use the long-text form field below to list the identified mistakes and errors.

Identified mistakes and errors

Something will be typed here...

Mistakes and error solutions

Something will be typed here...

All the above information must be communicated during the meeting. During the meeting make sure to obtain feedback.

Run phase 5 meeting

It is now time to run your phase 5 meeting, to bring awareness of change to relevant managers and employees.

This is a stop task meaning you cannot proceed in this checklist until the phase 5 meeting has been conducted.

Obtain feedback

During the phase 5 meeting, make sure you have gathered feedback. You can use this section to **record feedback given via our long-text form fields.**

Phase 5: Meeting feedback

Something will be typed here...

Based on the feedback given, it is important to develop a strategy to implement the relevant feedback. Make sure such a strategy is considered.

- 1 ☐ Develop a strategy to implement relevant feedback

For more information on the ADKAR change management model **read:** [ADKAR - A Model for Change in Business, Government and our Community](#)

Approval: Phase 5

Will be submitted for approval:

Run phase 5 meeting

Will be submitted

Obtain feedback

Will be submitted

Sources:

- [ADKAR - Jeffrey Hiatt](#)
- [Process Street - 8 Critical Change Management Models to Evolve and Survive](#)
- [Google Books - Jeff Hiatt](#)
- [Prosico - Prosico homepage](#)
- [Toolshero - ADKAR model of change](#)
- [Image - Gerdalt, re-sized](#)
- [Image - Truth Seeker 08, re-sized](#)
- [Image - Free-photos, re-sized](#)
- [Image - Gerdalt, re-sized](#)
- [Image - annca, re-sized](#)

Related checklists:

- [Bridges Transition Model Process Checklist](#)
- [Kotter's Change Management Model Process Checklist](#)
- [Kubler-Ross Change Curve Process Checklist](#)
- [Lewin's Change Management Model Process Checklist](#)
- [McKinsey 7-S Model Checklist Process](#)
- [Nudge Theory Change Management Model Process Checklist](#)
- [PDCA Cycle Change Management Model Process Checklist](#)
- [Satir Change Management Model Process Checklist](#)
- [5 Whys Checklist Template](#)
- [Project Management Process](#)
- [VRIO Analysis Checklist](#)
- [Risk Management Process](#)
- [How to Respond to Negative Reviews](#)
- [Business Needs Assessment Template](#)
- [Employee Satisfaction Survey](#)
- [Financial Audit Checklist](#)
- [Financial Planning Process](#)
- [Gap Analysis Template](#)
- [Google Analytics Audit](#)
- [How to Ask for a Review from a High Touch Client Checklist](#)

- [Application Security Audit Checklist Template](#)
- [Environmental Accounting Internal Audit](#)
- [Financial Audit Checklist](#)
- [Firewall Audit Checklist](#)
- [Fleet Management Internal Audit Checklist](#)
- [Google Analytics Audit](#)
- [ISA Audit Checklist](#)
- [PPC Audit Checklist](#)
- [Technical SEO Audit](#)