



HELPT MENSEN
VERANDEREN

CLIENT SUCCESS STORY

Rick Smits, Apollo Transformation & Engagement team ABN AMRO Bank

How do you get up to 10.000 employees and stakeholders involved and engaged in what must be the biggest IT transformation until now? That is the challenge Rick and his colleagues are facing at ABN AMRO. The transformation ahead: bringing hundreds of programs and applications into the cloud and introducing DevOps: a new way of working.

How do you get started on such a big transformation?

The way we work is by taking leaps. Every two months, a selection of several teams starts with the transformation. To make sure we get everyone on board, we were looking for a way to get a notion of the people's readiness and willingness to change. Because you pick up on some negative whispers down the hallways, but we found it very important to back it up with data. I remembered a few former colleagues had successfully worked with The People Side Of Change. So I got in touch with Erik Steketee to see if he could support us. And we signed up for the Prosci Change Management Certification Program.

How has the Prosci Methodology helped you?

For us the ADKAR methodology has made a huge difference. It's a very specific tool to measure the willingness and readiness for change with your team. It gives you the right questions to ask so you can have your gut feeling backed up with the right data. There are a bunch of questions to ask where people have to give a rating from 1 to 5. When all the answers are in, you can see where there's some more work to do. Everything with a score lower than 3 is something to focus on.



What insights did it give you?

We were positively surprised by the results! They showed us that the awareness of the need for the change ahead was high, as well as the desire to support the change. This taught us that the whispers that got to us, were not a right representation of the mass.

What we did find out, was that we have some work to do on the third pillar: the knowledge of how to change. It was something we'd predicted that could be an issue. To have it backed up by the results of the test, made us shift gears quicker and look for ways to change that.

Why would you recommend the Prosci Methodology to other companies?

It gives you the tools you need to collect data and discover if you are on the right track and whether or not everyone is on board with the transformation ahead. Not only to have your gut feeling backed up with data, but also to have specific details to inform members of the board why certain steps are necessary. I would definitely recommend it to all companies who have a transformation ahead!

Over The People Side of Change

The People Side of Change is a company that helps organizations build internal competency to lead change, from top-level executives to front-line employees with training and consultancy in Prosci's methodology and tools. Based on their research, the Prosci methodology provides a structured process and easy-to-use tools to prepare yourself for effective change implementation.

We are a **Primary Affiliate for Prosci®** and offer a number of training programs in change management. As a Primary Affiliate our trainers are trained and certified by the Prosci organization. We provide skilled instructors and poised facilitators of Prosci's change management programs. With our training programs, we ground you in Prosci's philosophy and principles to build your change management capability and competency.

Over Prosci en de Prosci Methodiek

Founded in 1994, Prosci is the global leader in change management and the provider of choice for 80% of Fortune 100 companies. Prosci combines scientific research with the people side of change to deliver results-focused solutions that enable clients to achieve change outcomes and grow organizational change capability. Prosci maintains the world's largest body of change management research—the basis for the company's tools, methodologies, services, and role-based development programs. To date, Prosci has certified over 65,000 change management practitioners worldwide. The company is headquartered in Fort Collins, Colorado, with offices in Halifax, Canada, and Sydney, Australia, and more than 25 certified Prosci Partners around the globe. Prosci is always expanding directly and through its partner network to ensure change success for clients no matter where they are located.

The **Prosci® ADKAR® Model** is one of the most widely used change management models in the world. It focuses on the transition of individuals as they are affected by change within an organization. Because organizations don't change, people do!

The **Prosci® 3-Phase Process** brings a suite of turn-key tools and resources to your change objectives that easily scale and adapt to the unique characteristics of your change and of your organization.