



Change Management Adoption Metrics Examples

System Implementation change



System Feature Usage Frequency

Customer Conversation Audit



Customer Satisfaction



Process Efficiency

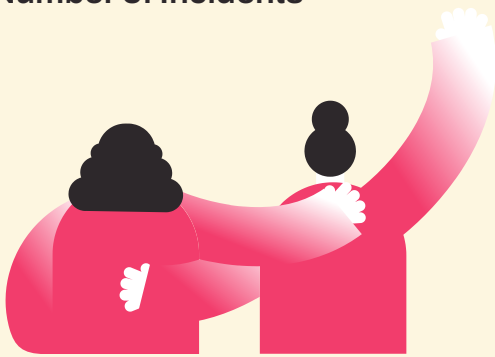
Sales Volume



Information Completeness

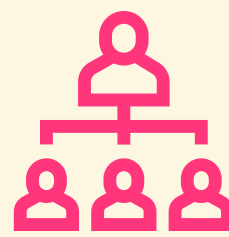
Compliance change

- Process Compliance
- Rated Compliance of Targeted Behaviours
- Frequency of Team Leader Coaching
- Customer Feedback
- Number of Incidents



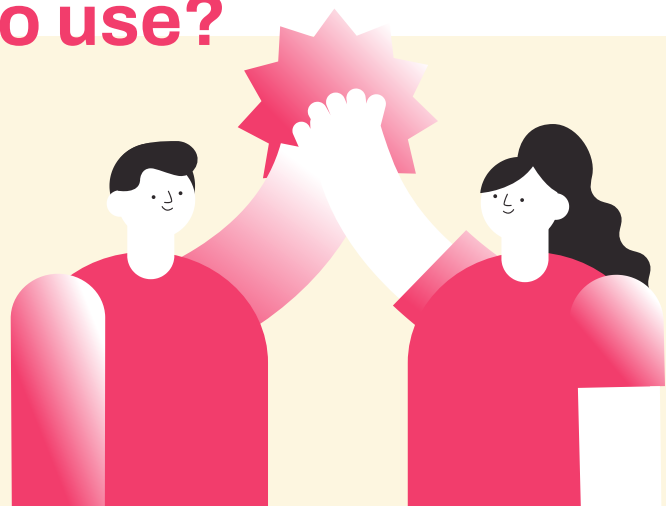
Restructuring

- Employee Engagement and Morale
- Organizational Alignment
- Communication Effectiveness
- Employee Productivity and Performance
- Leadership Effectiveness
- Team Dynamics and Collaboration



How many metric to use?

- Focus on Key Objectives
- Prioritize High-Impact Behaviors
- Consider Complexity and Manageability
- Quantitative vs Qualitative Metrics
- Consider Interdependencies and Trade-Offs



By understanding the dynamics of change adoption, selecting the right metrics, and implementing them effectively, change practitioners and leaders can navigate the complexities of change and drive meaningful outcomes for their organizations. Remember, adoption is not a destination but a journey, and with the right metrics and strategies in place, sustainable change is within reach.