

# Change Capacity Survey

According to a recent McKinsey study, only 38% of responding organizations said their change effort was more than somewhat successful in improving performance. How do we help our change efforts hit the mark?

Gartner, the global leader in technology-related research and advice, recently commissioned a report on how to manage change effectively. The resulting report, "Planning and Managing Change in the IT Organization," presents a framework for change, along with practical, field tested tools for making the change stick.

One tool is Partnering Resources' Change Capacity Survey. The Change Capacity Survey assesses an organization's readiness to adopt new processes, operating models, service philosophies, or other major initiatives. It provides the organization with a realistic view into the organization's appetite for change. It also assesses the company's resiliency based on past changes and identifies barriers to successful implementation. Read on for more information about this powerful change tool.

## The Tool in Brief

### Purpose:

To gauge employee readiness for change; and identify challenges, barriers, and opportunities

### Format:

Online, anonymous survey

### Process:

1. Survey administered to all affected employees periodically during the change process
2. Survey results aggregated and shared by leaders with employees
3. Survey results used to refine messages, correct course, optimize project schedule, and hone communications content

### Content:

Qualitative and quantitative questions that produce information about employee perceptions of the change process, likely challenges, early successes, and employee morale

## Tool Sample

	Strongly disagree	Disagree	Agree	Strongly Agree
I understand the value that the X Project will bring to our organization				
I understand the process that the organization will follow in order to implement the X Project				
I have received the information I need about the X Project in a timely manner				
The X Implementation Team has a realistic idea of how the X Project will impact my area				
I understand how my work will be affected by the X Project				
I understand what I need to do to help implement X Project				
If I had concerns about the X Project, I would feel comfortable talking with my manager				