

## CHANGE MANAGEMENT

# L&D Change Adoption Board

A one-page way to plan and measure readiness, go-live support, and post-launch reinforcement.

## THE TEST

A change is ready when each affected group knows what changes, how to use the new way, where to get support, and what evidence will show adoption.

- Who feels this change in their daily workflow?
- What workarounds will people keep using?
- What do managers need to reinforce?
- What evidence will be reviewed after launch?

## CHANGE SEQUENCE

- 1 Map**  
Identify affected groups and workflow changes.
- 2 Prepare**  
Create support, manager tools, and admin practice.
- 3 Launch**  
Support first use with clear escalation paths.
- 4 Measure**  
Watch adoption, tickets, questions, and workarounds.
- 5 Stabilize**  
Turn friction into operating fixes.

## CASE SIGNALS

**3**  
LMS migrations

**31%**  
AI cycle gain

**0**  
AI turnover

**21+**  
Platforms evaluated

## ADOPTION SIGNALS

- Usage
- Questions
- Workarounds
- Manager confidence

## RED FLAGS

- Launch-only plan
- No manager brief
- Support path unclear
- No 30-day review

## WHY IT WORKS

It keeps change management tied to real use instead of launch communication.