**People Readiness Checklist**

Use this checklist to help ensure your people are prepared for any process or system change.

Before the Change

✅ Communicate the 'Why' — explain what’s changing and why it matters.

✅ Involve the right people early — get input from people who do the work.

✅ Check readiness — identify potential resistance or champions.

During the Change

✅ Provide practical, hands-on training.

✅ Equip managers to support their teams.

✅ Communicate updates and celebrate quick wins.

After the Change

✅ Reinforce new behaviors — recognize and reward adoption.

✅ Check adoption — monitor if people are using the new process as intended.

✅ Gather feedback — adjust and improve if needed.