

Change Readiness Pulse Survey Example

Purpose: A quick “pulse” survey helps you understand how prepared people *feel* for a change—not just what the project plan says. Use it to surface concerns early, track readiness trends, and shape your communications or training efforts.

Sample Survey Questions

Keep it short. Five to seven questions are plenty. Use a simple 5-point scale (Strongly Disagree to Strongly Agree) and 1 - 2 open-ended prompts.

Readiness Questions

1. I understand why this change is happening.
2. I know what the change means for my daily work.
3. I’ve received enough information about what to expect.
4. I feel confident using the new tools/processes.
5. My manager is helping me prepare for this change.
6. I know where to go if I have questions.

Open-Ended Prompts

7. What’s one thing that would help you feel more prepared?
8. What questions or concerns do you still have?

When to Use It

Timing	Purpose
Pre-Launch (2–4 weeks out)	Identify gaps in training, communication, or support
Post-Launch (1–2 weeks after)	See how adoption is going and where to reinforce
Ongoing (monthly or quarterly)	Track long-term behavior change and culture shifts

How to Use the Results

- Don't just report scores, look at patterns.
- Focus your response on what's *actionable* (e.g., a confusing process step or unclear timeline).
- Share a short “you said, we did” summary to show people they were heard.



Pro Tips

Keep it anonymous to get honest feedback.

Use the same questions at different times, to help track progress over time.

If you only ask one thing, ask: “What would help you feel more ready?” You’ll learn a lot.