ADAPT

A Method for Effective Change

What's Inside

Part I. What is it?

One of the keys to successfully adopting a new workforce management solution is **building an effective process:**

How are you going to plan for the new solution?

How is your organization going to implement it?

How are you going to track and measure outcomes?

To address these questions — and to **ensure lasting success for our customers** — we at WorkSync have developed our signature **ADAPT philosophy**.

A	D	A	P	T
Align	**Develop**	**Actualize**	**Perform**	**Thrive**
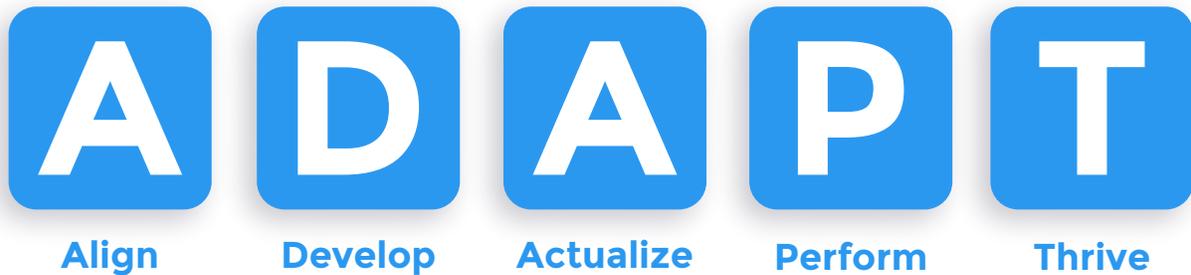
These are the five sequential phases we believe are essential for a **smooth, seamless adoption process.** Read on to explore each of them in greater detail.

ADAPT is a **simple approach to the complex challenge** of implementing a new system within your organization. It works for us — and we think it'll work for you, too.

Part II. The Approach

A   Align

This is the vital first stage, when you set the foundation for success. These initial steps will guide you throughout your change process:

- Align the project with your organization's goals and culture
- Establish your preferences for the new system
- Understand the nature and amount of work to be done
- Outline what long-term success looks like

The Align phase is the moment to recognize what your needs are and how your new solution is going to meet them — and to envision an optimal future.

D   Develop

Now it's time to craft a strategy. How will you put your solution into action?

- Develop a plan that delivers on your idea of success
- Build a blueprint for ushering change into your organization
- Monitor and validate progress toward a pilot phase

This is the period when you determine how to actually make your new system a reality. Who's responsible for overseeing the process? What will the training program be? How long will it take? Answer these crucial questions so you can move forward confidently.

A   Actualize

The pilot phase is here. The point when you set your new solution in motion.

- Ensure you have all the resources you need to pilot the solution
- Execute on your project success plan
- Provide training, validation, and support as needed

Testing out your system for the first time doesn't have to be error-free. Course correction is what it's all about. Go back to the plan of action you've carefully laid out, and offer robust instruction and encouragement to your team as they learn new behaviors and procedures. Practice makes perfect.

Part II. The Approach

P Perform

Your organization has adopted the new solution, and it's up and running — way to go! A lot of the heavy lifting is over, but it's more important now than ever to track progress.

- **Is everything operating to your expectations?**
- **Have all your employees successfully adapted?**
- **What opportunities are there for improvement?**

Even in the most effective implementation, there are inevitably areas that can still be streamlined and refined. Work to identify them so you can maximize your investment and make sure you're getting the most out of your system.

T Thrive

Thriving doesn't just mean achieving the goals you set in the first place. It also means never settling and always evolving. That's why ongoing assessment is so critical.

- **Continuously evaluate operations and measure outcomes**
- **Stay aware of changing requirements and adjust accordingly**
- **Use periodic reviews to ensure long-term success**

Moving forward, keep in mind that the needs and demands of your organization and your industry will continue to shift and grow — and so should your system. As long as you remain alert and flexible, you can expect meaningful success long into the future.

Part III. More Resources

Looking for some more guidance in managing change within your organization? Take advantage of these other useful WorkSync resources:

Changing It Up: The Path to a Successful Workforce Management Transformation
A comprehensive e-book designed to help you create effective, lasting change.

Change Management Checklist
A handy checklist that leads you through the steps of a successful transformation.