



# Promote Adoption of Modern Practices to Increase Success of Immediate & Future Modernization Efforts

The **Innovation Adoption Practice of the Center of Excellence (CoE)** combines change management, learning & development, internal communications and other disciplines designed to increase individual, team, and organizational behavior shifts. As Federal Agencies work to comply with a number of mandates to improve the digital experience for their customers, technology modernization must be fused with innovation adoption to enable organizations to successfully drive change now and into the future.

## OVERVIEW

For successful adoption, either for specific innovations or a more general culture of innovation, we must focus on the culture, capabilities, and conditions present that enhance or inhibit the innovation from taking hold. A number of activities are accounted for in this work:

- Change Management Approaches
- Outreach & Engagement
- Skills Development & Training
- Coaching & Mentoring
- Assessments & Action Planning
- Learning & Development
- Workshop Design & Facilitation
- Internal Communications

## OUTCOMES

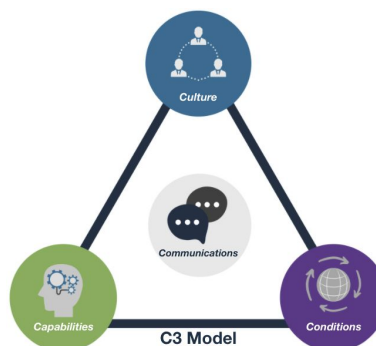
The Innovation Adoption CoE generates the following benefits by investing in the leaders, managers, and teams responsible for driving innovation forward in their organizations:

- A Culture, Conditions, & Capabilities that are more conducive to continuous modernization
- Enhanced internal user experience
- Targeted skills & professional development
- Ready access to playbooks that provide tangible, measurable activities designed to maximize user adoption
- A network of go-to change drivers
- Clear and convincing messaging around planned change
- Confident leaders and managers comfortable with their ability to lead and manage through transformation
- Experience and capability for pursuing innovation in an opportunistic way
- Increased workforce engagement
- A series of meaningful successes
- Momentum for sustained change

## CASE STUDIES

### Building A Product Management Mindset

At one Federal Agency, the Innovation Adoption team conducted Product Management Workshops to support the transition from a Project Management to a Product Management mindset. The interactive sessions provided participants with hands on practice while adding new tools to their toolbox.



### Driving Technology Adoption Now & for the Future

The Innovation Adoption team partnered with one agency to deliver modern technologies that foster collaboration and increase productivity across their agency. We worked with stakeholders to develop and deliver training and support resources that were tailored for their organizational requirements. Additionally, these resources were reusable assets that they could operationalize for future modernization initiatives.

SERVICE	DESCRIPTION	SAMPLE DELIVERABLES
<p><b>Discover Current State</b></p> <p><i>Assess Readiness for Change</i></p>	<p><b>Assess your agency’s readiness to embrace IT innovations.</b> We help you identify the culture, conditions, and capabilities within your organization (current state) that impact change readiness.</p>	<ul style="list-style-type: none"> <li>❑ Culture, Capabilities, &amp; Conditions Inventory</li> <li>❑ Organizational Change Management Toolkit</li> <li>❑ Assessments (Skills, Readiness, Organizational Impact, Current &amp; Future State)</li> <li>❑ Stakeholder Assessments &amp; Analysis</li> <li>❑ Learning Needs Assessments</li> <li>❑ Communication &amp; Workflow Analysis</li> <li>❑ Value Proposition Workshops</li> </ul>
<p><b>Design The Future</b></p> <p><i>Set Targets and Prepare for Transformation</i></p>	<p><b>Invest in the knowledge and skills of your team.</b> We help your team imagine how to work differently for better results, and then prepare for the skill development, team building, and new practices necessary to support your 21st Century Workforce.</p>	<ul style="list-style-type: none"> <li>❑ Scenario Planning &amp; Foresight Workshops</li> <li>❑ Organizational Design &amp; Transition Plan</li> <li>❑ Product Management Toolkit, Training, Adoption, &amp; Sustainment Plan</li> <li>❑ Skills Development Profiles &amp; Training Paths</li> <li>❑ Modernization Leadership Program</li> <li>❑ Innovation Bootcamps</li> <li>❑ Strategic Communications Plan</li> <li>❑ Design-Build-Manage Assessment</li> </ul>
<p><b>Develop People and Improved Processes</b></p> <p><i>Reposition the Organization for Modern Work</i></p>	<p><b>Rethink culture, redefine processes, and reimagine employee experience.</b> We provide you with the tools and training to transform your operational culture and work processes to support progressive and resilient work.</p>	<ul style="list-style-type: none"> <li>❑ Action Plan &amp; Roadmaps</li> <li>❑ Roles &amp; Responsibilities Maps</li> <li>❑ Message Maps &amp; Messaging Workshops</li> <li>❑ Visioning &amp; Operating Principles Workshops</li> <li>❑ Process Improvement Action Plans</li> <li>❑ Draft Policies, Processes, &amp; Protocols</li> <li>❑ Specialized Coaching Programs</li> <li>❑ Organizational Network Analysis</li> <li>❑ Skill Training &amp; Apprenticeships</li> </ul>
<p><b>Deploy New Ways of Working</b></p> <p><i>Accelerate Change</i></p>	<p><b>Accelerate adoption through people and teams.</b> We help you generate momentum by building up a network of change advocates and supporters serving in a variety of roles while we help your teams elevate their performance.</p>	<ul style="list-style-type: none"> <li>❑ Modernization Squads</li> <li>❑ Change Champion Network</li> <li>❑ Fedpreneurship Program</li> <li>❑ Performance Metrics &amp; Tracking Tools</li> <li>❑ Applied Micro-Learning</li> <li>❑ Applied Learning Guides</li> <li>❑ Facilitated Decision Workshops</li> <li>❑ High-Performing Teams Program</li> </ul>
<p><b>Drive Innovation Adoption</b></p> <p><i>Sustain Change</i></p>	<p><b>Reinforce the change that you’ve created for your organization.</b> We work with you to embed ongoing learning, development, and communication into the fabric of your organization to sustain change.</p>	<ul style="list-style-type: none"> <li>❑ Ongoing Mentorship Programs</li> <li>❑ Pulse Survey Results Reports</li> <li>❑ Knowledge Management Practices</li> <li>❑ Launch &amp; Support Communities of Practice</li> <li>❑ Continuous Innovation Events</li> <li>❑ Train-the-Trainer Toolkits</li> <li>❑ Multi-year Learning Schedules</li> </ul>