



ADKAR Checklist

ADKAR is a model for change in business, government and our community by Jeff Hiatt

Awareness

1

- Involve stakeholders
- Implement an ongoing process
- Create communication channels

Desire

2

- Communicate your reasoning
- Create ambassadors
- Give previews

Knowledge

3

- Make your decisions
- Set up a comprehensive plan
- Have open 2-way communication

Ability

4

- Kick off the implementation
- Provide training and onboarding
- Analyze your employees progress

Reinforcement

5

- Set up a fixed contact
- Provide continuous support
- Announce features, changes and updates

