

## Optimise Your Next Organisational Change with the CDI

The **Change Diagnostic Index** measures employee response to organisational change. The CDI is a data driven tool that will:

- **Assess** individual and organizational resistance to change and change readiness challenges.
- **Identify** the emerging change related behaviors.
- **Measure** the intensity of the behaviors.
- **Track** the resistance over time.
- **Evaluate** and anticipate strategy for future change initiatives based on historical data.

Collectively, these key benefits will help you optimise your change management initiatives. The CDI lets you understand the human dynamics going on ***beneath the surface*** of your organisation so that you can effectively manage your organisation's change.

### How it Works?

The Change Diagnostic Index identifies the specific individual and organisational symptoms that your workforce is experiencing as a result of a specific change initiative. By understanding the symptoms, the most effective mitigation and intervention strategies can be pursued, resulting in increased acceptance of the change.

Workplace Attachment Objects	Individual Symptoms	Organisational Equivalent Symptoms	Suggested Mitigation/Intervention Strategy
Leaders	Anxiety	Reduced Morale	Enhance and Increase Support from Leadership/Sponsorship
Technology or Equipment	Frustration	Reduced Productivity	Increase Education/Training to Provide Support
Business Process	Retardation of Development	Reduced Motivation	Integrate Individual Coaching
Office Space	Rejection of the Environment	Increased Conflict	Improve Communication—Subordinate, Colleague, Supervisor
Transportation and Commute	Refusal to Participate	Increased Absenteeism	Evaluate Employee Engagement and Support
Team or Friends or Lunch Group or Ideas	Withdrawal	Increased Turnover	Monitor Job Satisfaction and Commitment

The Change Diagnostic Index will enable your consultant or change agent to define and implement mitigation/intervention strategies. The results support customised strategy to your specific change management initiative.

## Example Process Plan for Implementing CDI:

- **Plan** the Assessment and Define the Demographic Criteria
- **Implement** the Assessment during a Specified Time Window to Encourage Participation
- **Review** the Results in a Coaching Based Conversation
- **Integrate** the Customised Change Management Solution Based on the Results
- **Re-Assess** the Organisation to Maximise Success Potential (Optimal Assessments 3)

## Sample Questions (21 or 54 on Assessment)

1. *I am very uncomfortable when confronted with change in the process or procedure of my job function at my place of employment.*
2. *As an employee, I am afraid of being left behind with all the organisational change.*
3. *I do not like the work I have to perform at my employment organisation, and I am regularly investigating other career opportunities.*
4. *I believe turnover at my organisation is unusually high compared to similar employment organisations.*
5. *I don't enjoy tackling tasks that are completely new to me.*

## CDI Participant Information:

The CDI Database includes participation from 163 different organisations spanning across unique areas of industry ranging from Federal Government, Healthcare, K-12 Education, Higher Education Institutions, Non-Profit Organisations, and Multi-National Government Entities.

## Customise the CDI

There are two versions of the Change Diagnostic Index. The index is comprised of either 21 or 54 questions that are normed and validated. These questions do not change. As part of the prep for the assessment, Career Life Transitions work with the organisation to define unique and customised demographic questions as well as open-ended qualitative questions. This information will corroborate the data and provide additional insight into the optimal strategy for that organisation.

*Targeted Interventions Saves Money*