



Self-Assessment Tool:

Change Readiness Checklist: Assessing Your Organization's Training and Communication for Change

This checklist is designed to help L&D professionals and organizations **assess their readiness to effectively utilize training and communication to support employees** through organizational change.

Instructions: For each question, please select the response that best reflects your organization's current practices and capabilities.

Part 1: Training Readiness

- 1.** Does your organization conduct thorough needs assessments to determine the specific training requirements for change initiatives?
 - a) Yes
 - b) No
 - c) Somewhat

- 2.** Does your organization develop comprehensive training strategies that incorporate various learning modalities (e.g., in-person, online, blended learning)?
 - a) Yes
 - b) No
 - c) Somewhat

- 3.** Does your organization design training programs that address both the technical skills and the change resilience skills needed for successful adaptation?
 - a) Yes
 - b) No
 - c) Somewhat

4. Are training programs tailored to different employee roles and levels within the organization?

- a) Yes
- b) No
- c) Somewhat

5. Does your organization utilize a variety of training methods, such as job aids, quick reference guides, and eLearning modules, to support employees during change?

- a) Yes
- b) No
- c) Somewhat

6. Does your organization measure the effectiveness of training programs (e.g., through assessments, feedback surveys, performance data) and use data to make adjustments?

- a) Yes
- b) No
- c) Somewhat

7. Does your organization invest in the development or acquisition of training resources in a timely manner to support change initiatives?

- a) Yes
- b) No
- c) Somewhat

8. Does your organization evaluate the ROI of training programs in relation to change initiatives (e.g., reduced errors, increased efficiency, faster adoption rates)?

- a) Yes
- b) No
- c) Somewhat




Part 2: Communication Readiness

9. Does your organization develop a holistic communication plan for change initiatives that includes clear objectives, target audiences, key messages, and communication channels?

- a) Yes
- b) No
- c) Somewhat

- 10.** Does your organization ensure that communication is timely, consistent, and transparent throughout the change process?
- a) Yes
 - b) No
 - c) Somewhat
- 11.** Does your organization identify key stakeholders and tailor communication strategies to their specific needs and concerns?
- a) Yes
 - b) No
 - c) Somewhat
- 12.** Does your organization utilize a variety of communication channels (e.g., email, meetings, intranet, video) to reach employees effectively?
- a) Yes
 - b) No
 - c) Somewhat
- 13.** Does your organization create change-related resources such as FAQs, how-to guides, and online platforms to support communication and provide easy access to information?
- a) Yes
 - b) No
 - c) Somewhat
- 14.** Does your organization establish feedback mechanisms (e.g., surveys, forums, meetings) to monitor communication effectiveness and address employee concerns?
- a) Yes
 - b) No
 - c) Somewhat
- 15.** Does your organization proactively address misinformation and rumors during times of change?
- a) Yes
 - b) No
 - c) Somewhat
- 16.** Does your organization evaluate the effectiveness of communication efforts and make adjustments as needed?
- a) Yes
 - b) No
 - c) Somewhat

Scoring:

-  **Mostly “Yes” responses in both sections:** Your organization demonstrates strong readiness in utilizing training and communication to support change. You are likely well-positioned to effectively equip employees and facilitate smooth transitions.
-  **Mostly “Somewhat” responses in either section:** There are opportunities to enhance your organization’s training and communication practices for change. Consider focusing on the areas where “Somewhat” responses were given to strengthen your approach.
-  **Mostly “No” responses in either section:** Your organization should prioritize developing and improving its training and communication strategies for change. Significant improvements in these areas will be crucial for successful change implementation and minimizing negative impacts on employees.

Actionable Steps

Based on your responses, consider the following actions to improve your organization’s change readiness:

Training:

- Refine needs assessment processes to ensure training is directly aligned with change objectives.
- Expand the variety of training modalities to cater to different learning needs and preferences.
- Incorporate change resilience training into programs to help employees develop adaptability and manage uncertainty.
- Establish clear metrics for evaluating training effectiveness and ROI.
- Invest in tools and technologies that support efficient training development and delivery.

Communication:

- Develop a standardized communication plan template for change initiatives.
- Provide training to leaders and managers on effective change communication.

- Implement a centralized platform for change-related information and resources.
- Establish clear protocols for addressing employee feedback and concerns.
- Develop strategies for proactive communication to prevent misinformation and build trust.

This checklist provides a starting point for evaluating and improving your organization's change readiness. By focusing on strengthening training and communication practices, you can better support your employees and ensure smoother, more successful organizational changes.

If you'd prefer a live brainstorm session, please reach out! We'd love to learn more about your organization's evolution—and identify opportunities for your team to support change management initiatives with empathy, clear communication, and targeted skilling and performance support at exactly the right time.