



Joining Forces - DEI Meets Change Management

Executive Sponsor: Kari Karch

Panel Moderator: Melodie Olsen

Our Initiative

Support leaders at all levels to accelerate and advance the changes they seek to make as members of HCA Employee Resource Groups (ERG's)

- ▶ Certify ERG leads in Change Management
- ▶ Tailor certification to meet participants where they are
- ▶ Identify and focus on piece of their work over next 6 months
- ▶ Provide additional “at the elbow” coaching for change management plans and meetings with sponsors

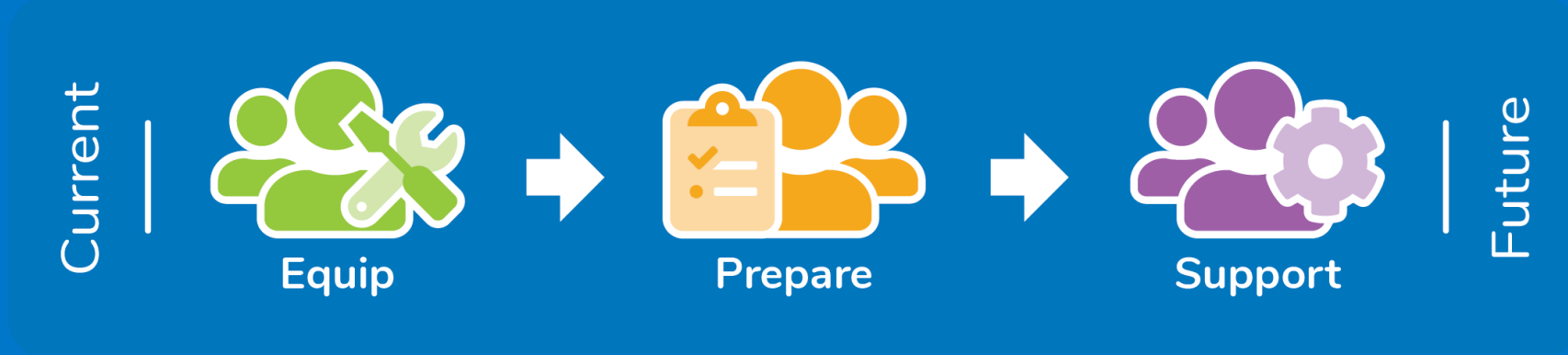
14 Employee Resource Group (ERG) Members Achieve Certification!

- ▶ Representation from each ERG Group
 - ▶ Multi-Ethnic
 - ▶ Pride
 - ▶ Veterans
 - ▶ Generations
 - ▶ Recovery Synergy
- ▶ Established framework and repeatable processes for ERG and Diversity, Inclusion and Equity (DEI) initiatives
- ▶ Provided tools and resources to promote learning and growth
 - ▶ Best Practices – 20 years of Research
 - ▶ Assessment Tools
 - ▶ Planning Tools

Applying The Prosci Model and Tools to DEI Initiatives

- ▶ Define Success
 - ▶ What are we trying to achieve?
- ▶ Define Impacts
 - ▶ Who has to do their jobs differently and how?
- ▶ Define Approach
 - ▶ What will it take to achieve success?
- ▶ Plan and Act
 - ▶ What will we do to prepare, equip and support people
- ▶ Sustain and Operationalize the Changes
 - ▶ What is needed to ensure the change sticks?

“The people side of change”



Joining Forces- DEI Meets Change Management

Why was sponsoring this activity important to you? Why this opportunity...why now?

We are delighted to be with you!



**Aranzazu
Granrose**

Veterans
Employee
Resource Group



**Sarah
Tunnell**

Generations
Employee
Resource Group



**Kat
Cook**

Pride
Employee
Resource Group



**Fantasia
Feiteira**

Multi-Ethnic
Employee
Resource Group



**Dakota
Steel**

Recovery
Synergy
Employee
Resource Group

“The people side of change”



Panel Question

What did you get out of this opportunity?



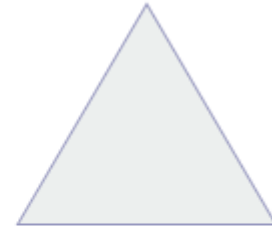
What have you learned that “squares” or agrees with your thinking?



What have you learned that gives you a new “angle” or perspective?



What have you learned that closes the loop or brings you “full circle” on becoming a successful change practitioner?



What changes will you make as a result of your learning?

Credit to PROSCI

Panel Question

What key learning did you come away with?

“The people side of change”



Panel Question

What changes in mindsets, attitudes, and beliefs are needed to achieve success?

“The people side of change”



Panel Question

How will you build support of key influencers and sponsors?

“The people side of change”



Panel Question

What were some of the highlights of the experience?

Summary

- ▶ Supporting leaders at all levels
- ▶ Accelerating change
- ▶ Building coalitions
- ▶ Participant 90-day post-class assessment
 - ▶ Met learning goals: On a scale of 1-5, we had an average score of 4.5 for participants getting their learning goals met across 8 topic areas . (1 being low and 5 being high)
 - ▶ Good use of the tools - Students are using the 9 assessment and planning tools provided and already scaling readiness activities appropriately

Our path forward

- ▶ Moving from doing great change management on individual projects to making change something our agency excels at even further.
- ▶ Auditing our change management maturity and identifying tactics to continue our growth.