ADKAR

Management Models

>> INTRODUCTION

This is an example of a bottom up model - it is intended to reflect how an individual travels through a change process. It puts the focus firmly on the employees with the intention of limiting resistance and speeding up implementation.

This five part model is about involving people from the beginning. It starts with increasing the **awareness** of the need for change and creating a **desire** for the change based on how they will benefit from it.

Knowledge is about individuals understanding how that change can be made to happen, the process and necessary training involved.

Ability is about ensuring that employees have the necessary skills and competencies and the confidence to achieve the change.

Reinforcement happens post change and includes the reward and recognition that will sustain the change and keep it in place.

The model recognises that organisational change and individual change are interdependent but that individuals will move through the process at different speeds. The idea here is to help the employee move through the change process successfully.

HOW CAN THIS HELP ME?

The ADKAR model is designed to support individuals and teams through change. It puts an emphasis on employees, and can support managers to limit resistance to change and ensure quick implementation. It focuses on the need for clarity throughout the change process, and encourages reflection after the change to identify what worked well and what did not.

>> THE MODEL

Hiatt (2012)

>> ADDITIONAL RESOURCES

040 Implementing an effective change programme (CMI Checklist)
Change transition curve (CMI Management Model)
Change kaleidoscope (CMI Management Model)
Change Management in a week, Bourne, M & Bourne, P 2012