

Change and Adoption

A transformation only pays back when the organisation actually adopts it. We design and lead the change that brings staff, leaders, and stakeholders with a transformation, across tens of thousands of people where necessary, and we treat adoption as a delivery outcome to be governed and measured. Our practice draws on the Prosci/ADKAR discipline for individual change and structured change management at enterprise scale, tied directly to the benefits case: every adoption measure traces to a benefit someone has signed for. Sponsorship is built deliberately, resistance is surfaced and worked rather than wished away, and reinforcement continues until the new way of working is simply the way things are done.

The Precision Approach

Adoption is an outcome

Adoption targets are defined, baselined, and governed like schedule and cost, with a named owner and a place on the programme dashboard.

Follow the evidence on people

ADKAR-style assessments, sentiment analytics, and usage telemetry tell us where the organisation actually is.

Build through the line

Managers and change champions carry the change into their own teams, because people move for their leaders sooner than for a project team.

Lead from the top

Sponsorship is designed and coached, because visible, active sponsorship remains the single biggest predictor of change success.

Work the resistance

Concerns are surfaced, heard, and addressed on their merits; some of the best design corrections come from the sceptics.

Reinforce to the finish

Measurement, recognition, and correction continue past go-live until adoption holds without the programme pushing.

Key deliverables

Structured by discipline. Shaped to your programme.

Set adoption up as an outcome

- ◆ Change strategy and case for change endorsed by the executive
- ◆ Change impact assessment by role, team, site, and process
- ◆ Stakeholder assessment and engagement plan with influence mapping
- ◆ Benefits-to-adoption linkage map tying behaviours to the business case

Lead from the top

- ◆ Sponsorship roadmap with sponsor coaching and visibility calendar
- ◆ Change network design: champions, coverage model, and operating rhythm
- ◆ Manager enablement kit: briefings, talking points, team activities

Tell the story, build the skills

- ◆ Communications strategy, narrative, and channel plan
- ◆ Message house and executive talking points per audience
- ◆ Training needs analysis by role and impact severity
- ◆ Learning curriculum, materials, and delivery schedule
- ◆ Day-in-the-life and new ways of working guides per role family

Read the signal

- ◆ ADKAR baseline assessment and barrier point diagnosis
- ◆ Change readiness assessments at defined milestones with trend reporting
- ◆ Business readiness criteria and go/no-go input per release
- ◆ Adoption measurement framework: leading and lagging indicators
- ◆ Adoption and sentiment dashboard with AI-assisted signal analysis
- ◆ Usage telemetry baseline and post-go-live tracking design
- ◆ Resistance management plan with themed responses and owner actions

Hold it past go-live

- ◆ Reinforcement and sustainment plan for the first 180 days after go-live
- ◆ Change capability handover: playbooks and coaching for internal teams
- ◆ Culture and capability shift assessment where the change demands it
- ◆ Post-implementation adoption review with corrective action plan

The Precision Difference

Adoption governed like cost and schedule

Adoption targets are defined, baselined, and governed with a named owner and a place on the programme dashboard.

Evidence about people, at scale

ADKAR-style assessments, sentiment analytics, and usage telemetry show where the organisation actually is.

Reinforced to the finish

Sponsorship is designed and coached, resistance is surfaced and worked on its merits, and measurement, recognition, and correction continue past go-live.

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If your benefits case depends on thousands of people working differently and adoption is nobody's named accountability yet, this is the conversation to have before go-live gets close.

If it matters, we should talk.

precisionconsulting.com.au

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