Embracing Change: A Series on Change Management

IMPACT REPORT

Change Often - Social Innovation Firm

*to improve is to change...
to perfect is to Change Often.*

Prepared for

Communities In Schools, Inc.

National Office, Human
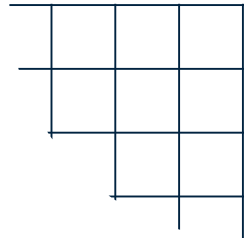Resource Department

Point of Contact

Cyril Jefferson

Principal,
Change Often - Social
Innovation Firm

Project Impact Report
Communities In Schools, Inc.

Project Summary

Communities In Schools, Inc. sought assistance from a Social Innovation Firm to provide Professional Development & Facilitation Services to reach intended goals as identified in the pre-proposal conference:

- Establish a collective vision for what an equitable and inclusive culture looks like and assist individuals in understanding their role in driving equity and inclusion in our work.
- Improve the "empathy" capacity of staff members to become a strong ally for their peers.
- Provide staff with practical guidance and techniques for achieving their goals, in which designated stakeholders that are selected by the client will contribute insight and agree upon a method by which the client may improve its organizational capacity to promote diversity and inclusion.
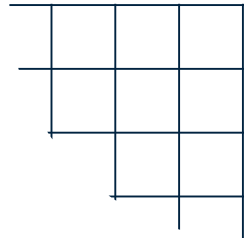
Approach to Services

The Firm then developed and facilitated three professional development sessions for the Client, including the following features:

- The sessions provided participants with a unique virtual experience that promoted theoretical & practical-based learning and focused on leading participants in the discussion and practice of topics that helped to build their individual and collective capacities.
- By examining applicable strategies that are backed up by substantiated research, Change Often provided a distinctive Zoom meeting environment that empowered participants to employ a growth mindset approach to organizational and individual improvement.
- In addition to leading the virtual session(s), trainers provided supportive pre-work and post-work assignments that focused on that month's respective topic. Trainers also shared enriching and educational resources that participants can access should they want to take a deeper dive in a specific content area following each session.

Approach to Services
(continued)

- Furthermore, trainers offered a technical orientation to assist participants who may not already be proficient at navigating the various digital platforms being utilized.
- Finally, trainers carried out all necessary administrative responsibilities associated with each month's leadership session including: set-up & dissemination of registration processes, developing and maintaining a platform that kept all prerequisite and supporting items consolidated in one place, and remaining available for all inquiries pertaining to the session.

Training Outcomes

The following outcomes were desired as key results after CIS staff members attended the professional development sessions:

- Create urgency for change in equity and inclusion.
- Form a powerful coalition by building a team of diversity champions who will help gain buy-in from others in the organization.
- With a DEI lens, create a vision for change which considers those who will disrupt the organization with the change and those who the change will impact.
- Communicate the vision to others to ensure that the message is inclusive and is appropriately imperative.
- Remove and alleviate barriers where the change is necessary.
- Sustain the change by measuring impact through those that have the greater impact.

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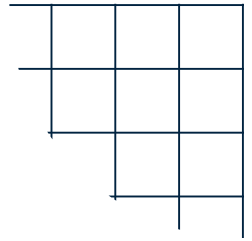
CISN Surveys and Reviews

This document outlines the main conclusions of four datasets of the novel Embracing Change Professional Development Service provided to Communities in Schools National (CIS National).

CIS National, through our existing relationship with the organization, contracted Change Often- Social Innovation Firm to facilitate a series of professional development trainings.

This change management series set out to contribute to said mission by providing the group with tools that may lead not only to project success but organizational growth.

The following report outlines the results from this development series:

1. The 1st dataset consists of a survey (labeled 'Survey on personal development') taken at two moments (10/03/2022 and 24/03/2022) by 16 to 18 participants, respectively.
2. The 2nd dataset is based on a survey (labeled 'Feedback from Participants' and 'Rating the provided services') taken at the end of March (2022), and has been completed by 14 participants.
3. The 3rd dataset is based on a periodic review filled out by E. Peterson and is labeled 'Impact Partner Review'.
4. The 4th and final dataset (labeled 'Learning Assessment') follows from two Kahoot quizzes taken on two moments (10/03/2022 and 17/03/2022) by 9 to 11 participants, respectively.

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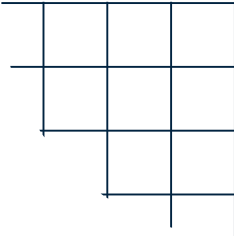
Survey on Personal Development

A comparison between the average results of two surveys that asked the participants to reflect about their own abilities and understanding revealed a general upward trend in reported scores. This poll consisted of four questions and for each question the participants reported a positive increase. Interestingly, <u>the largest positive change is reported for the question "How well do you understand DEI as it relates to company buy-in?", whereby all participants reported an increase</u> of their scores by one category-point (on a scale of 1-5), on average.
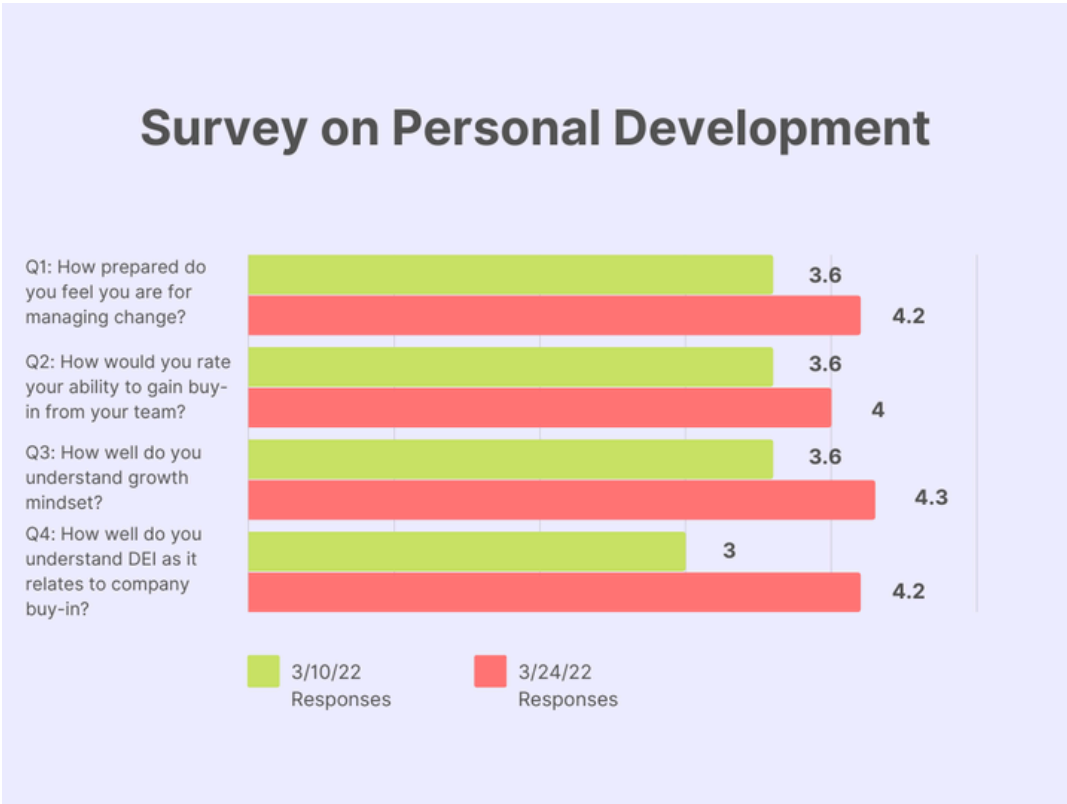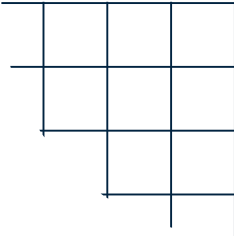

Table 1 - Bar chart results of 'Survey on Personal Development'

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Feedback from participants

Consistently positive feedback throughout the process:

> " I appreciated the real life application not just the theoretical "

> " Change is a journey and the coalition must be beside you, not behind you. "

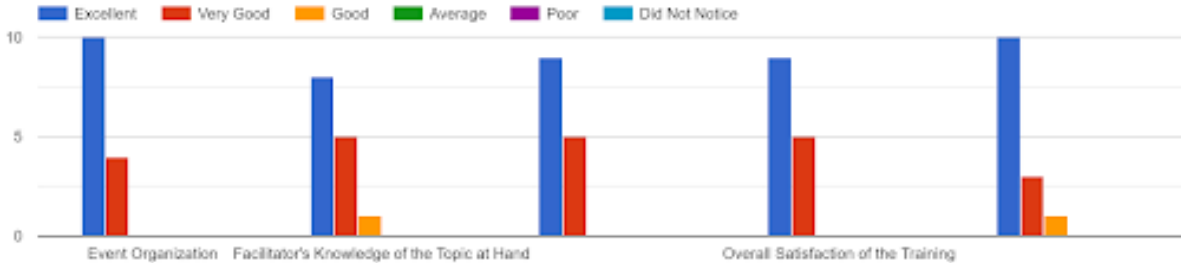Please rate the Embracing Change Series based on the following elements:

Legend: Excellent | Very Good | Good | Average | Poor | Did Not Notice

Categories: Event Organization, Facilitator's Knowledge of the Topic at Hand, Overall Satisfaction of the Training

**Table 2 - Results of survey about provided services**

Rating the Provided Services

Part of this survey asked participants to rate five concepts associated with the provided services: event organization, facilitator's knowledge of the topic at hand, ability of facilitators to respond to change or a disturbance, overall satisfaction of the training, and ability to communicate ideas and experiences.

For all of these five questions, the vast majority of participants provided 'excellent' as their rating. The main points that have contributed to the success are reported to be 'the energy of the team', 'the practical application of the services' and 'the honest engagement'. Most participants suggest including 'DEI training' for future workshops. The main point of improvement for this event is to have it fit better to people's time schedules.

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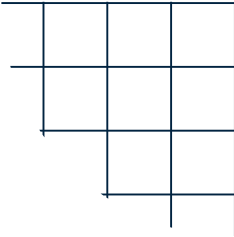
Impact Partner Review

Change Often received a score of 10 out of 10 on every metric in the review completed by the organization's point-of-contact:

"The services provided by Change Often were well thought out during the preparation for the training. The objectives, the deliverables, and the facilitators were effective and efficient. All work in sync with one another. This training provided by them allowed CIS to be transparent with their feedback, and the staff was willing to participate with questions.

"The focus on the 7 Tenets to Building Consensus resonated with Leadership and managers that participate in the training. Also, DEI + Growth Mindset in Feedback allowed us to see how beneficial it can be. Overall this training was very effective for all who participated."

Earnestine Peterson, Principal
Learning & Development - HR Department
Communities In Schools, National Office

Learning Assessment

Participants were given the opportunity to take an assessment where they could answer questions to demonstrate understanding and retention of the concepts taught during the training session. Our review of scores from this assessment reveals an <u>increase in participant's knowledge</u> about learning content areas.

Results	10 Mar 2022	17 Mar 2022
Average correct answers	65%	74%
Average incorrect answers	35%	26%
Average score (aggregated)	7087 points	14680 points

Table 3 - the results of 'Kahoot quizzes'