



# Change Champions Roles & Responsibilities

## What are change champions?

We all know that change brings stress and uncertainty with it and we also know that there are those within the workplace who will find it overwhelming and those who will embrace it and be excited by it. It can be really difficult as a leader to know how to help those who struggle with the challenge of change and even more difficult at times to change attitudes; people make judgements about the value of change and decide whether they see it as a positive or negative thing.

What can help you as a leader is to look out for those individuals who have taken a positive perception of changes. To harness their motivation and positivity and use it to try and help bring along those who feel more negative. We might call these people “champions for change.” The closer a change champion is to the key stakeholders in the change, the greater the chances of success.

## What are the champion’s responsibilities during change?

Change champions can be very helpful for many things. During this project, we will be engaging with change champions to do the following:

- Understand the change the impact on employees.
- Understand the key project milestones and timeline.
- Attend monthly meetings, as required.
- Assist with disseminating project communications and provide feedback.
- Attend focus group sessions to prepare for testing and training.
- Participate in UAT testing.
- Participate in e-learning training before all employees.
- Become super users of the UKG Pro and Dimensions system to answer basic employee questions.
- Provide ongoing support to colleagues Post Go Live.
- Support new hires with UKG e-learning training and questions during onboarding.

## How much time should champions expect to dedicate to UKG2022?

Change champions should expect to dedicate 1-2 hours per week from June to August, and then 2-3 hours per week to project-related activities around September through December.

Heavy involvement with employee questions and support is expected around go-live in January 2022. More details around time commitment for go live will be shared on a later communication.

## What criteria should a change champion have to be successful?

Ideal change champions should:

- Have worked at Troon for more than 2 years.
- Have availability to attend meetings and training sessions, as required.
- Be able to translate the overall change vision for their team.
- Act as a positive role model for the project.
- Able to identify and respond to resistance to change.

- Able to provide timely feedback to the change management team.
- Be charismatic and influential.
- Be trusted and respected by colleagues and seen as a 'go to' person.