

## Optimize Your Next Organizational Change with the Change Diagnostic Index<sup>®</sup>

The Change Diagnostic Index<sup>®</sup> (CDI) identifies the human behavioral dynamics going on *beneath the surface* of your organization so that you can *define culture and effectively manage your organization's change*.

The (CDI) measures employee response to organizational change to help you develop custom change management strategies. The CDI yields data-driven results that will:

- **Assess** individual and organizational resistance to change and change readiness challenges
- **Identify** emerging change related behaviors
- **Measure** the intensity of the behaviors
- **Track** resistance to change over time
- **Predict** and anticipate strategies for future change initiatives based on historical data

### How Does It Work?

Based on a psychological theory of attachment, the CDI identifies the specific individual and organizational symptoms that your workforce is experiencing as a result of a change initiative. By understanding the symptoms, the most effective mitigation and intervention strategies can be pursued, resulting in increased acceptance of the change.

Workplace Attachment Objects	Individual Symptoms	Organizational Symptoms	Suggested Mitigation / Intervention Strategy
<i>Leaders</i>	Anxiety	Reduced Morale	Enhance and Increase Support from Leadership/Sponsorship
<i>Technology or Equipment</i>	Frustration	Reduced Productivity	Increase Education/Training to Provide Support
<i>Business Process</i>			
<i>Office Space</i>	Delayed Development	Reduced Motivation	Integrate Individual Coaching
<i>Transportation and Commute</i>	Rejection of The Environment	Increased Conflict	Improve Communication—Subordinate, Colleague, Supervisor
<i>Ideas</i>			
<i>Team, Friends, or Lunch Group</i>	Refusal to Participate	Increased Absenteeism	Evaluate Employee Engagement and Support
	Withdrawal	Increased Turnover	Monitor Job Satisfaction and Commitment

## About the CDI

The Change Diagnostic Index was developed in 2011. Currently, two Change Diagnostic Index<sup>®</sup> versions exist—25 (short) and 54 (long) questions—both of which are normed and validated. Sample items (1=strongly disagree, 5=strongly agree) are shown below.

- *As an employee, I am afraid of being left behind with all the organizational change.*
- *I don't enjoy tackling tasks that are completely new to me.*

More than 170 Organizations in 37 different countries and +8,500 individuals have completed the CDI. The CDI is available in English, Spanish, and French. It is “investigative” and “predictive” by nature.

## Implementation Steps

We work collaboratively with you to carry out the following process:

1. **Plan** the assessment and define custom demographic questions
2. **Implement** the assessment during a specified time window to encourage participation
3. **Review** the results in a coaching-based conversation
4. **Identify and apply** the customized change management solution based on the results
5. **Re-Assess** to adjust the change management solution and confirm return to baseline

## Results Report

Results are presented in a short, easy-to-read report during a one-hour coaching-based meeting. The results inform customized, practical solutions for effectively managing your change initiative.



## About Pivot Point

Pivot Point Business Solutions (pivotpnt.com) was co-founded by Dr. Victoria Grady and Dr. James Grady, who developed the CDI. They consult with organizations to address the behavioral implications of organizational change to optimize their organizational culture and overall effectiveness. Co-author of *The Pivot Point: Success in Organizational Change*, Dr. Victoria Grady is on the faculty at George Mason University's School of Business.