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| Home, About, Services, 8 Pillars, Adaptive 8, Resources, Case Studies, Contact | | | | | | |
| Overview  Value  Capability  Functionality  Data  Technology  Quality  Change Mgt  Governance | **Change Management**  **Why**  If people cannot, or will not, use the system, it will fail.  A well-established model explains intrinsic motivation. Learning this model was a pivotal insight for me. I realized that ERP implementations almost always inadvertently ignore these three needs:  1 - **autonomy**, the need for independence,  2 - **competence**, the need to feel you are good at what you do,  3 - **relatedness**, the need to feel connected to other people. | | | | | Video Player |
| **How**  Change management frameworks, such as the Lewin Model, Kotter's Model, and ProSci's ADKAR. models are vastly better than nothing. They can work as long as you don't ignore why they work and end up stepping on your own feet.  The Eight Pillars model is based on the basic psychological needs spelled out by self-determination theory: **autonomy, competence**, and **relatedness**. | | | | | | Any suitable graphic element |
| Video Player | | **Enabling Autonomy**  ERP implementations usually diminish autonomy; starting off on the wrong foot from day one. | | | | |
| **ERP implementations often implicitly say:**  - "Here's how you must do things now."  - "We didn't think it was worth asking you." | | | **To address avoid this, create:**   * Meaningful Participation in every phase * Ownership * Decentralized Decisions * Flexibility | |
| **Fostering Competence**  ERP implementations usually diminish autonomy; starting off on the wrong foot from day one. | | | | | | Video Player |
| **ERP implementations implicitly say:**  - "You're not competent" | | | **To address avoid this:**  - Create psychological safety  - Provide training from day one  - Focus on feedback  - Celebrate step-by-step Mastery  - Provide adequate support | | |
| Video Player | | **Building and Leveraging Relationships**  If your ERP implementation has become an "us" vs "them", you're in trouble.  The good news is that it's never too late! | | | | |
| **ERP implementations often ignore:**  - The power of 'likeability'  - Influence vs authority  - Informal teams  - The value of communication | | | **You Can Fix it:**  - Understand Organizational Dynamics  - Create Open, Transparent, Communication  - Build Relationships and Trust  - Use Ethical Influence   * Build a Broad Team | |
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| **ERP Tools**  > Eight Pillars  > Adaptive 8 Method  > Tools and Resources | | **Services**  > About  > Project Planning  > Project Management  > Project Assessment  and Turnaround  > Change Management | | **Contact**  > email: paulkjer@eightpillarserp  > phone: (952) 210-0449 | | |