**Readiness Assessment Questions: End User**

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| **Readiness Level** | **Categories** | **Questions** | **Responses** |
| Preparedness | Vision | How do you perceive the significance of Dynamics for [company name]?  In what ways do you envisage this system bolstering your day-to-day tasks? |  |
|  | Urgency | Is there specific information about this project that you're keen to know? |  |
|  | Change History & Risks | Can you speculate on potential obstacles and risks that might surface during system implementation? |  |
|  | Win and Success Metrics | What are your indicators for a successful implementation? |  |
|  | Leadership Commitment | What signs will indicate to you that leadership/management are backing the new system? |  |
| Willingness | Leadership Approach | What are your current understanding and expectations about your role in this transition? |  |
|  | Culture & Resistance | Can you recall any notable successes or shortcomings during significant past changes (e.g. expansions) at the company? |  |
|  | Actions to Enable Adoption | What actions or circumstances would make you feel actively engaged in this implementation?  Could you describe your vision of a successful outcome? |  |
| Capability | Impacted Stakeholder and Capability to Change | Can you share your most effective learning strategies from when you had to grasp new processes or procedures in the past? |  |
|  | Employee Skills & Training | What sort of training or informational resources do you believe are necessary for your success in this transition? |  |
|  | Leadership Approach | From your experience, whether here or at previous jobs, how has leadership effectively supported your learning and professional growth?  How do you think leadership can foster the necessary behaviors, skills, and attitudes for a successful project implementation? |  |