**Know Your Employees**

**Level of Engagement & Support for Change, Descriptions, Key Leader Actions**

**Quadrant 1 “Loyal”**

Employees who are inherently loyal. They see the value in the changes the organization is making and will actively support them. Key leader actions:

* Thank them for their support at a group or individual meeting.
* Ask what the system does well and what it could do better.
* Send a note to departments that the employees compliment, giving credit to the employees.
* Focus on key areas of improvement.

**Quadrant 2 “Want to be aligned”**

They want to be on board, but there is one thing that keeps them from being aligned with system leaders (e.g. an operational or political issue; frustration with a particular individual). Key leader actions:

* Use the same actions as above.
* If you cannot address a concern, say so and explain why. Employees would rather hear a “no” than be left

in limbo.

**Quadrant 3 “Skeptical”**

Skeptics hang in the balance. These individuals have many issues and concerns. The organization will need to be relentless to move them, but they can be moved. Key leader action:

* Be especially persistent in capturing wins, as this group will have more concerns.

**Quadrant 4 “Naysayer”**

These employees will likely never be on board. Key leader action:

* Resist the temptation to make believers out of these Employees. They only represent a small

percentage of the employees.

*Notes:*

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**Employee Matrix: *Know Your Employees***

*The first step in getting employees on board is to identify employees who have the most influence on the success of your organization. Using the form below, take your list of identified employees and divide them into four quadrants, based upon their level of engagement and support for change.*

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| Employee Name | Q1 | Q2 | Q3 | Q4 | Notes |
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