

# Preparing for Implementation

As you begin to formulate plans to implement managER at your company, we'd like to call out a few topics that you'll want to consider.

While we will discuss all of these during your implementation project (and will certainly be able to offer best practices for all!), having thought through these areas prior to the project kick-off will ensure that we're prepared and ahead of the game.

## 1 Processes

- Do you want to emulate your current processes or are you looking to redesign what you do today? (Tip: Don't worry about perfecting your processes before the project – we will guide you through best practices as we implement.)
- What types of issues are you comfortable with your managers handling on their own and for what issues will they need to pull in HR (i.e., verbal warnings, initial warnings, terminations)?
- Are your policies consistent across your organization? (Tip: You'll want to standardize as much as possible.)

## 2 Team

### Who should be involved?\*

- Project Manager
- Executive Sponsor
- Change Management Owner
- HR Process Owner
- IT Resource
- 1-3 Managers

*\*These roles can be filled by one person or many people; we've seen success with both models.*

Email your Account Executive or Customer Success Manager with any questions.

### 3 Documentation

- What documentation do you already have? What do you need to create? (Tip: You'll want to standardize as much as possible.)
- What do you wish your managers were better at documenting?
- Do you have standard letter templates?

### 4 Change Management

- How many HR systems do your managers currently use?
- Do you think that your managers will be excited for the change, or do you anticipate hesitancy?
- Where will your managers go for questions as they start to use managER?
- How will you communicate this change so that managers will understand the "what" and the "why," helping them to feel excited about how this will help them? (Tip: Think about both communication channels and timeline — pre-launch, launch and post-launch.)

We know that a successful rollout is **crucial** to overall adoption of managER. We look forward to working with you to create a system that will truly empower your managers, mitigate risk and allow HR more time to be strategic.