

Using ADKAR to Diagnose Problems

Is this an **awareness** problem?

Are those involved aware of the issue?
How do you know they are aware?

Is this a **desire** problem?

How do those involved feel about the issue? How can you validate that?

Is this a **knowledge** problem?

Have those involved been given information around the issue? How do you know it was the right information?

Is this an **ability** problem?

Have those involved been given tools, time, and space to build their ability? How can you validate that?

Is this a **reinforcement** problem?

What actions and words do they see from leaders and peers? Do those actions and words support or hinder your goals?