

### More about maturity models

A maturity model is a tool used to determine current organizational effectiveness and map next steps on the path to full maturity. While it may be tempting to view the entire list of goals and benchmarks as impossible, keep in mind that full organizational maturity isn't just about growing the policies and processes to technically achieve each level, although it certainly is that. It's also about developing the capacity, authority, and responsibility required for progression to the next level.

Perhaps full maturity isn't available right now, due to resources, capabilities, or politics. It is still essential to understand what full maturity looks like to see the big picture, prioritize efforts, and create the foundation needed to achieve even greater maturity in the future.

### Strategies for change

As we move through the process of research, design, planning, and making real and lasting changes, it's helpful to consider the challenges people often face while making significant changes. Using the ADKAR model for change management, we can better understand the five components that are necessary to achieve meaningful change--and how to respond to signs of resistance in reaching any of those goals.

<b>ADKAR LEVEL</b>	<b>MITIGATION STRATEGY</b>
<b>Awareness</b> of the need for change	Review communication strategies, find and address gaps in building awareness about why the change is needed
<b>Desire</b> to support the change	Examine, analyze, and communicate incentives or consequences that create motivation to change.
<b>Knowledge</b> to make the change happen	Evaluate education programs currently available and consider updating the content, delivery model, and frequency of education efforts.
<b>Ability</b> to realize and implement change	Consider offering personal assistance, coaching, and group support systems to build competency.
<b>Reinforcement</b> to sustain change	Explore and fill gaps in the systems, values, and rewards available to reinforce the change.