



THE COST OF LAUNCHING BEFORE YOU'RE READY

TABLE OF CONTENTS

The Problem Organizations Can't Name	1
The Two-Legged Stool.....	1
What Readiness Actually Means	1
The Gaps That Derail Initiatives	3
What Avo Measures.....	4
Why Projects Finish But People Don't	6
What Your Scores Mean	7
The Cost of Not Knowing.....	9
What Your Assessment Delivers.....	10

The Problem Organizations Can't Name

Here's the scenario we see over and over again:

A strategic initiative launches with fanfare throughout the organization. The project plan is solid. Milestones are mapped. Leadership is aligned. So everyone assumes.

Six months later, the strategic initiative lives only in executive slide decks. The timeline has slipped. Twice. The budget has expanded 30–50%. Staff are frustrated, confused, or quietly resistant. And somewhere in a conference room, executives are asking, "What went wrong?"

WHAT WENT WRONG IS PREDICTABLE. AND PREVENTABLE.

Seventy percent of organizational transformations fail to achieve their intended outcomes. Strategic initiatives do not fail because of flawed strategy or poor project management; they fail because the people affected by the change were treated as an afterthought or ignored entirely.

Avo knows this based upon decades of research from McKinsey, Prosci, and Dr. John Kotter's foundational work on leading change. The data is clear: projects with excellent, people-focused change management are seven times more likely to meet their objectives than those without it. Organizations that measure their people's readiness see 76% of projects meet or exceed objectives, compared to just 24% for those that don't measure.

Yet most organizations skip assessing readiness.

The Two-Legged Stool

Think about how your organization manages strategic initiatives today.

You probably have project management disciplines in place: timelines, milestones, resource allocation, status reporting. Good. Project management is one leg of the stool.

The second leg of the stool is your strategy. You have a clear vision of what you're trying to accomplish and how it will benefit your organization.

But what about the third leg? Change management.

Change management asks about the people who must change their way of working.

Do your people understand the change? Do they want to participate? Do they know what's expected of them? Do they have the support to succeed?

If you do not answer these questions about your people and address gaps before launching the strategic initiative, you will be left wondering why adoption stalls, why timelines slip, and why you're still burning the budget after eighteen months of "rolling out" the initiative.

Change management is the third leg. A readiness assessment is how you know whether that leg is sturdy enough to hold weight.

What Readiness Actually Means

Even when people seem positive in meetings, they might not be ready for change.

THE ADOPTION ARC: FROM WILL TO IMPACT

People don't adopt change all at once. They move through a predictable Adoption Arc™, and every transformation either follows it or fights it.

Avo's Adoption Arc is a proprietary framework that measures how people move through change, from Will to Skill to Habit to Impact. The Adoption Arc draws on decades of research, including Jack Phillips' V-Model for Business Alignment, Prosci's ADKAR® model, Kotter's leading-change methodology, and McKinsey's transformation studies.

With your transformation on the horizon, the bands of the Adoption Arc that matter most are Will and Skill.

Avo's Risk and Readiness Assessment measures both Will and Skill because they determine whether your people are confident and prepared to carry the transformation forward.

Assessing Will reveals whether your people understand the “why” of the strategic initiative and whether they want to participate in it. Low willingness inevitably produces passivity or resistance.

Assessing Skill tells you how much training and infrastructure your organization must build before launching the initiative, and where adoption may stall after launch. Together, the Will and Skill scores tell you whether your organization is ready to launch.

Once the change goes live, two more bands of the Adoption Arc emerge: Habit and Impact. Habit measures whether your people are consistently working in the new way. Impact measures whether the initiative is producing the results it was designed to deliver. Avo measures Habit and Impact with instruments distinct from the Risk and Readiness Assessment, typically 3–6 months after launch.



WHAT OUR CLIENTS SAY

“Avo’s gap assessment revealed blind spots we hadn’t considered. Their process didn’t just diagnose issues; it gave us a roadmap our team could use.”

Laura Flournoy, Program Manager

The Gaps That Derail Initiatives

Here's what we find in almost every organization we assess:

The people at the top think the organization is more ready than it is. Senior leaders have been living with the strategy for months. They've debated it, refined it, bought into it. By the time they announce the initiative, they've forgotten that everyone else is hearing about it for the first time.

Senior leaders project their own readiness onto the organization. They assume that because the strategy makes sense to them, it will make sense to everyone. They interpret silence as agreement and mistake compliance for commitment.

Advocates are your champions. These are the influential peers that your workforce watches. Engaged early and equipped well, advocates drive bottom-up adoption in a way no executive memo can. If advocates are engaged late or left to make the case for the strategy on instinct, they are a missed opportunity or a sign to their peers that the change won't take hold.

Management is caught in the middle. Management is expected to translate a strategy they may not fully understand yet into team-level action, while fielding questions from their people that leadership hasn't answered.

Meanwhile, employees are wondering what this means for their jobs. They're asking whether their roles will exist in six months, why this is happening now, and why no one has asked what they think.

When these gaps go unaddressed, initiatives stall and actively drain the organization:

- **Leadership attention stays stuck** on a struggling initiative instead of moving to the next strategic priority.
- **Advocates go quiet**, unwilling to stake their reputations on an initiative that isn't landing.
- **Managers spend hours each week** explaining, re-explaining, and managing confusion.
- **Employees divide their focus** between the old way, the new way, and trying to figure out which one really matters.
- **Projects languish** as they wait in line behind the one that should have launched six months ago.

The perception gaps — between what senior leaders believe, what advocates are positioned to reinforce, what management can translate, and what employees experience — are where initiatives stall and begin to collapse. Gaps can emerge between any of the four roles. In Avo's experience, the most common gap is between managers and the employees they lead. Left unaddressed, that gap widens over time, and the risk compounds the longer it goes unmanaged.

A Risk and Readiness Assessment reveals those gaps before they become crises. It shows you exactly where the disconnects are, across every level of the organization, and what to do about them.

What Avo Measures

Avo's comprehensive Risk and Readiness Assessment measures readiness across five critical areas, capturing perspectives from all four roles.

1. Understanding the Reasons Behind the Change

Can people articulate *why* this initiative matters, not in corporate-speak, but in terms of real problems it solves? When people understand the “why,” they move from passive observers to active participants.

2. Perceptions of the Change's Impact

Do people see this as an opportunity or a threat? Do they understand how their specific role will change? Clarity here reduces anxiety and enables preparation. Ambiguity allows fear and resistance to grow.

3. Communication Effectiveness

Has leadership painted a clear picture of the future state? Have concerns been heard and addressed, or just acknowledged and dismissed? Unresolved concerns don't disappear; they go underground.

4. Resource Allocation and Capability Building

Do people believe the organization can pull this off? Do they feel confident about their own ability to develop new skills? Low confidence creates hedging, workarounds, and contingency plans that undermine the initiative.

5. Support Systems and Infrastructure

Are there training and support systems in place? Do people know where to get help when they're stuck? Resources that exist but aren't known might as well not exist.

For each area, we establish quantitative scores using a validated 5-point scale calibrated to filter out passive or ambivalent responses. The result is a number you can trust to predict adoption, not just a sentiment average.

A score is only useful if you can act it. Our readiness score lets you compare roles, track movement over time, and know, not guess, where to focus next.

WHAT OUR CLIENTS SAY

"Avo's recommendations sparked real conversations among leadership. We aligned our resources with gaps we hadn't seen before."

*Monica Alvarez, Organizational Change
Management Project Lead*

Why Projects Finish But People Don't

Most organizations follow a project plan and assume their people are keeping up, but your project plan and your people move on different timelines. We've seen what happens: the technical solution launches, but nobody's using it properly. The process is implemented, but people work around it. You end up with a technically complete project that never delivers its promised value. This happens because people were left behind while the project marched forward without them. Organizations must address the human side of change.

READINESS MEASURED WHERE IT MATTERS IN YOUR TIMELINE

Your project plan tracks tasks and milestones. Your people move on a different clock, and the AVO Method tracks that clock alongside your project plan.

Early in the rollout, the priority is Will: do people understand why the change is happening, and do they want to be part of it? Skill is diagnostic at this stage; it tells you what training and support you'll need to have ready before launch.

As you approach and move through Go-Live, the priority shifts to Skill: can people perform in the new environment, and are the support systems they need in place and being used? Will still matters here, as a signal of whether belief is holding or starting to slip.

Once the organization has had time to operate in the new ways of working, the priority shifts again to Habit and Impact: are people sustaining the new behavior, and is it producing the results the change was meant to deliver?

A single readiness score at a single moment doesn't tell the full story. What matters is measuring the right thing at the right point in your rollout and knowing where you stand.

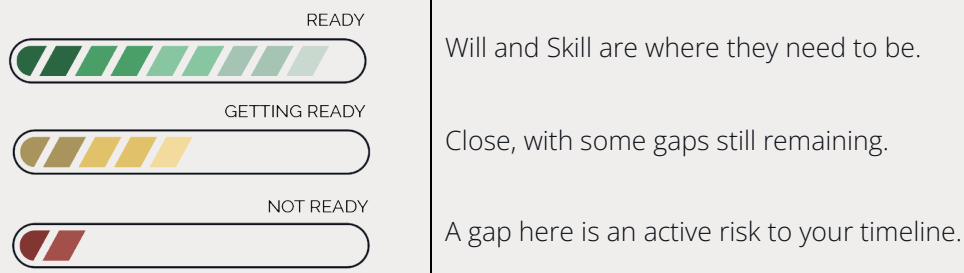
You can complete every line of your project plan and still fail if your people aren't brought along.

What Your Scores Mean

Your readiness score is a diagnostic that tells you where to focus and where to intervene.

GO-LIVE READINESS

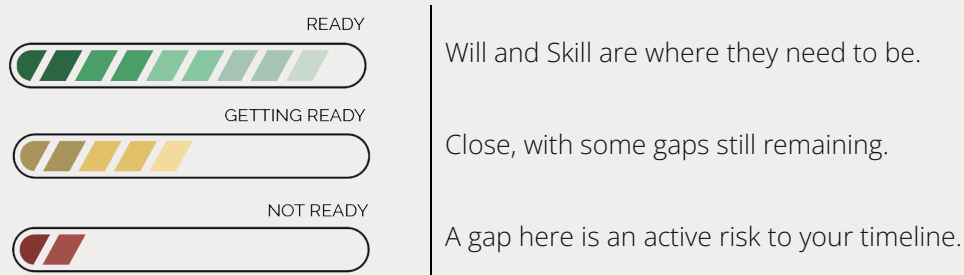
Will is the driver of Go-Live Readiness. If your people don't believe in the change, no amount of Skill can overcome that. When Skill is higher at go-live, the smoother the first weeks of launch will be.



Senior Leadership and Advocate thresholds are higher because they must be further along to effectively bring the rest of the organization with them.

ADOPTION READINESS

Skill is the driver of Adoption Readiness. If your people can't perform in the new environment, the change won't take hold. At this point, Will still matters as the indicator that belief is holding. If Will is slipping post-launch, Skill alone won't save you.



Before launch, Skill scores are diagnostic; they tell you how much training and support infrastructure you'll need. After launch, Skill gaps become active barriers. People who don't know how to perform create workarounds, errors, or revert to old behaviors entirely.

Training and support are what separate organizations with people who sustain adoption from those with people who revert. When people know where to go for help, they build confidence in the new environment, and that confidence is what turns a launched change into a lasting one.

WHAT OUR CLIENTS SAY

"Avo developed communication strategies designed to remove barriers and drive acceptance of the program at all levels of the organization."

Michael Donlon, Chief Safety Officer

The Cost of Not Knowing

Organizations that skip readiness assessments pay for it in ways that don't always show up in project budgets.

- **Extended timelines.** The time “saved” by skipping readiness work gets repaid with interest during a prolonged, painful adoption phase. Teams spend months retraining people who learned wrong the first time.
- **Duplicated effort.** When people don't understand what's changing or why, they maintain shadow processes. They do things twice, the old way and the new way, because no one's confident the new way will stick.
- **Talent flight.** When employees feel uncertain about their future, top performers leave for stability elsewhere. Your organization loses the people you need for successful transformation.
- **Morale costs.** Failed or struggling initiatives breed cynicism. Organizational scar tissue builds up.
- **Leadership credibility.** Managers burn their credibility when they force people to adopt systems that don't work. Trust erodes. Future initiatives face steeper resistance.
- **Tapped-out capacity:** Not only does the initiative fail, so does the organizational capacity for change.

Avo's Risk and Readiness Assessment costs a fraction of one month's delay. The question isn't whether you can afford to assess, but whether you can afford not to.

What Your Assessment Delivers

Avo's comprehensive Risk and Readiness Assessment enables you to:

Measure Readiness Quantitatively	Pinpoint Perception Gaps	Identify Risks Early	Target Your Interventions	Prioritize A Change Management Plan
Get speci'c scores across each dimension, broken out by all four roles and by department.	See exactly where each role's beliefs diverge from others' experiences, and use that data to change conversations before breakdowns occur.	Identify speci'c barriers and concerns before they become implementation crises, giving you time to course-correct while it's still affordable.	Receive speci'c actions tied to speci'c gaps, tailored to what different stakeholder groups need.	Know what must happen before launch versus what can be built during rollout, and how you'll measure progress along the way.

Your Risk and Readiness Assessment generates a quantitative score that shows exactly where your people are versus where your project needs them to be. This score can be tracked over time and compared across departments, giving you an objective measure of risk throughout your transformation.

THE BOTTOM LINE

You wouldn't launch a product without market research. You wouldn't make a major investment without due diligence. So why would your organization launch a strategic initiative without measuring whether its people are ready to take an active part in the change?

A readiness assessment provides data-driven discipline. You'll know exactly where gaps exist and what to do about them.

The investment in a readiness assessment pays dividends throughout the transformation: fewer surprises, faster adoption, sustainable results.

Change is hard. We make it worth it. The AVO Method helps organizations evolve and scale by making change more strategic, more sustainable, and more human.

Avo doesn't disappear after the plan is delivered. We stay until adoption takes hold.

Find Out Where You Stand

TRANSFORMATION READINESS INDICATOR

This is a free self-assessment that captures your perspective as a leader. In just a few minutes, you'll answer a handful of strategic questions. Within 24 hours, you'll receive a personalized report showing your readiness baseline and the blind spots that could impact implementation success.

The Transformation Readiness Indicator is a preview, not a verdict. It tells you whether there's a gap worth investigating. It doesn't tell you where that gap is, how wide it is, or what to do about it.

Launch the Self-Assessment www.avoinc.com/transformation-readiness

RISK AND READINESS ASSESSMENTS: GO-LIVE & ADOPTION

This is the full assessment, delivered across all four roles (Senior Leadership, Advocates, Management, and Employees) and the five readiness dimensions covered earlier in this paper. It runs pre-launch to determine Go-Live Readiness and post-launch to determine Adoption Readiness. It breaks down results by role and by department so you can see exactly what gaps exist and where and generates a Risk and Readiness Index you can track over time.

Schedule your Risk and Readiness Assessment 916-409-6001 | sales@avoinc.com

PREFER TO TALK FIRST?

Whether you've already taken the assessment and want to discuss your results, or you'd rather start with a conversation about what you're seeing in your organization, we're here.

Contact Avo 916-409-6001 | sales@avoinc.com | avoinc.com

How we turned 18 months of resistance into bottom-up advocacy

The Challenge: A multinational tech company with 150,000+ employees across 100 countries was stuck after 18 months of failed communication platform rollout. Traditional top-down deployment tactics weren't working; people were clinging to outdated systems.

Our Approach: We shifted from corporate mandates to peer influence. We identified natural influencers within the organization and equipped them with behavior-focused tools to create sustainable bottom-up adoption momentum.

The Result: 450% increase in adoption rate within 60 days



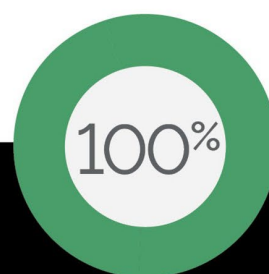
**FEEDBACK GOAL
ACHIEVED**

(1 month vs.
3 months planned)



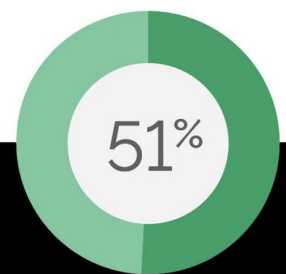
**USAGE GOAL
ACHIEVED**

(2 months vs.
3 months planned)



**USE CASE STUDIES
COMPLETED**

(2 months vs.
12 months planned)



**ANNUAL USAGE
TARGET**

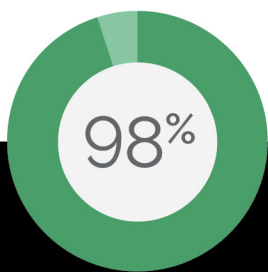
hit in just
60 days

How we turned bureaucratic compliance into employee empowerment

The Challenge: A \$5 million safety program for 5,000 employees across 100+ locations needed executive support while navigating organizational politics. The new safety office had to secure buy-in from management and executive leadership.

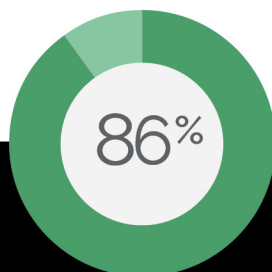
Our Approach: We developed a six-hour executive workshop focusing on leadership behaviors rather than program information. We aligned executives around program commitment, strategy application, and barrier removal.

The Result: 98% executive buy-in and sustained program support



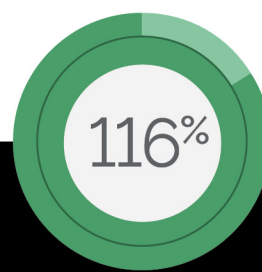
**BUY
IN**

by executive leadership
(vs. 75% industry
standard)



**MANAGEMENT
BUY IN**

up from 36% in
six months
post-training



**PROGRAM
CLARITY**

exceeded goal for
understanding safety
program objectives



**INCREASED
ABILITY**

to track and
report performance
across divisions

How we turned a struggling sales team's crisis into sustainable success

The Challenge: A global sales team of 100 professionals was caught between unrealistic expectations and unclear processes. Schedule delays and disruptive implementations left clients dissatisfied.

Our Approach: We educated the client on implementation reality and complexity. Our assessment revealed gaps in organizational culture and change management practices. We focused on collaborative readiness and realistic goal-setting.

The Result: Rebuilt team confidence and sustainable performance improvement



SHORTENED

sales cycle through
better expectation
management



INCREASED

customer
satisfaction
scores



REALISTIC

implementation
expectations aligned
with business impact



IMPROVED

client stakeholder
engagement and project
ownership

Avo is a boutique firm focused on reshaping how organizations adopt change, making it more strategic, more sustainable, and more human since 2011.

