

Adoption & Outcomes Dashboard

Check-In 2 — Day 30 Post Go-Live | Initiative: [REDACTED] | Generated: [REDACTED]

Go-live completed enterprise-wide the week of [REDACTED] (end of the phased four-cohort training rollout). This is the first pulse-driven update, incorporating the 30-day adoption survey, manager cascade reports, and champion network signal.

1. ADOPTION RISK SIGNAL

CHECK-IN 2 of ongoing | Day 30 Post Go-Live, [REDACTED]

⚠️ YELLOW — PROCEED WITH CAUTION

Both baseline CRITICAL flags are resolved: the champion network was operational (58 champions) before Phase 2 communications launched, and [REDACTED] delivered the standalone job-security statement in Week 1 as committed. The composite pulse score itself computes to a Low band (32.0/100) — but two conditions override a favorable read: the Sustainment dimension worsened by 13 points since baseline (driven by an active regression signal at two contact center hubs), and one escalation remains open. Per the Dashboard's rule, an unresolved escalation and a 10+ point dimension regression each independently block a GREEN or Low-banded read regardless of the average score.

Data confidence: panel-based — 30-day adoption survey (1,850 respondents across all four site cohorts) plus manager cascade reports from all 14 hubs and 6 regions.

2. THIS WEEK AT A GLANCE

What is working:

- Documentation time is trending down across all cohorts — early data (not yet at the 90-day measurement point) shows real movement, not just training-week enthusiasm.
- The champion network is functioning as designed: weekly debriefs are fully attended, and 3-4 new FAQ items are surfacing from champion input each week — exactly the target signal-quality pattern named in D11.
- The HR/People Org redeployment cohort is ahead of plan: 340 of 350 colleagues have completed placement into their new servicing roles, with zero involuntary attrition attributable to the transition so far.
- Denver and Columbus branch-service regions report high post-training confidence and low override rates — the "credible middle" champion profile appears to be working well in these markets.

Watch items:

- Sustainment (25.0 → 38, Low → Moderate, +13) is the dimension driving this period's caution flag. The Charlotte and Tempe contact center hubs — the largest and earliest go-live cohort — are showing a 22% AI-output override rate in the first two weeks live, above the 20% threshold defined in the Listening Plan (D10) and Regression Signal Registry (D12). This triggered a formal escalation (see Section 3). Owner: OCM Lead; response window: already active, confirm closure within 5 business days.
- Compliance disclosure review rate is at 78% against the 95% target, driven by the same two hubs — QA sampling shows some colleagues confirming AI-drafted disclosures without full review. Owner: Compliance Owner + OCM Lead; response window: before the 60-day pulse.
- Pulse open-text responses from Charlotte and Tempe still contain "is my job really safe" language despite the Week 1 sponsor statement — job security concern has not fully resolved in the dominant group even though the formal commitment was met. Owner: ██████████ response window: next communication cycle.

Horizon risks:

- The performance-management guidelines governing how AI-flagged quality data may be used in reviews were due 60 days pre go-live and have not yet been finalized by the Total Rewards Committee. This was flagged as a restricted-communication topic at baseline; if it remains open past the 60-day pulse, employee questions will collide directly with an unresolved policy.
- If the Charlotte/Tempe override-rate escalation is not closed within the response window, the compliance review-rate gap will not recover before the 60-day pulse, compounding both metrics at once.

3. COMMITMENT TRACKER

Commitment	From Check-In	Status	Next Step
██████ delivers a standalone, direct job-security statement before broad communications launch	Check-In 1 (Baseline)	✅ Complete	Delivered Week 1; reinforce given continued job-security language in pulse open-text
OCM Lead launches champion recruitment via manager nomination across all 14 hubs and 6 regions	Check-In 1 (Baseline)	✅ Complete	Network operational at 58 champions ahead of Phase 2 launch — no further action
OCM Lead and Corporate Communications finalize the AI Transparency Communication for Legal/Compliance review	Check-In 1 (Baseline)	✅ Complete	Distributed Week 1 alongside Sponsor Announcement — no further action

This Week's Commitments:

- **1. OCM Lead confirms closure of the Charlotte/Tempe override-rate escalation** via targeted at-elbow coaching, within 5 business days. If not done, the disclosure review-rate gap (78% vs. 95% target) will not recover before the 60-day pulse.

- **2. [REDACTED] issues a renewed, specific job-security follow-up** addressing the "is my job really safe" language surfacing in Charlotte/Tempe pulse comments, within 10 business days. If not done, quiet disengagement risk continues to concentrate in the dominant group.
- **3. HR Total Rewards finalizes the performance-management guidelines** before the 60-day pulse. If not done, escalate to [REDACTED] as a policy-timeline risk — the restricted-topic constraint cannot hold indefinitely once employees start asking directly.

4. RECOMMENDED ACTIONS — THIS WEEK

See This Week's Commitments above — Section 4 and Section 3's forward commitments are the same three items for this check-in, since the open escalation and policy gap are this period's dominant risks.

5. DIMENSION TREND SNAPSHOT

All values are risk scores (higher = more risk); all bands are provisional.

Dimension	Baseline	Prior Check-In	This Check-In	Band	Trend
Leadership	48.1	48.1	34.0	Moderate	↓ Risk falling
Stakeholder	44.7	44.7	42.0	Moderate	↓ Risk falling (slight)
Capability	23.8	23.8	14.0	Low	↓ Risk falling
Sustainment	25.0	25.0	38.0	Moderate	↑ Risk rising (+13)
Documentation Time / Interaction	~5 min	~5 min	~2 min 10 sec (trending toward <90 sec target)	—	↓ Improving, target not yet met
Compliance Disclosure Review Rate	No baseline measurement	No baseline measurement	78% (target ≥95%)	—	Below target
Colleague Quality Scores	No baseline measurement	No baseline measurement	Stable — no material change yet	—	→ Stable

Risk rising in two or more dimensions in the same period triggers a YELLOW signal regardless of other indicators. One dimension (Sustainment) rose 13 points this period, which independently overrides a favorable overall average.

6. HISTORICAL SIGNAL SUMMARY

Check-In	Date/Label	Signal	Key Theme
Check-In 1	Baseline, 2026-09-01	● RED	Two unresolved CRITICAL flags at intake
Check-In 2	Day 30, [REDACTED]	▲ YELLOW	Critical flags resolved; new Sustainment regression at two hubs

The trend from baseline to Day 30 is genuinely positive — both intake-level CRITICAL conditions were resolved on schedule, and three of four dimensions improved. But this is not yet a stable GREEN trajectory: a real, specific regression signal (override behavior concentrated in the two largest hubs) emerged post go-live, which is exactly the kind of signal a pulse cadence exists to catch early rather than discover at the 90-day assessment.

GOccelerate™ Adoption & Outcomes Dashboard | Check-In 2 of [REDACTED] | Generated [REDACTED] |
Next check-in: [REDACTED] (Day 60 post go-live)

The GOccelerate People Risk Index (PRI) is a formative, expert-derived index of people and adoption risk across four dimensions — Leadership, Stakeholder, Capability, and Sustainment — grounded in established organizational change management practice. Dimension scores reflect equally weighted, normalized risk points assigned through expert judgment rather than statistically estimated weights. Baseline results derive from a structured intake completed by a single informant and reflect that respondent's knowledge of the organization at the time of assessment; the accompanying Data Confidence indicator reflects the completeness of the information provided. Risk bands are provisional and subject to recalibration as GOccelerate's outcome-validation program accumulates post-implementation adoption data.