

Adoption & Outcomes Dashboard

Check-In 3 — Day 60 Post Go-Live | Initiative: [REDACTED] | Generated: [REDACTED]

This update incorporates the 60-day manager observation cycle, targeted at-risk check-ins, and the sponsor mid-point review defined in the Reinforcement & Sustainment Plan (D12, Days 31-60).

1. ADOPTION RISK SIGNAL

CHECK-IN 3 of ongoing | Day 60 Post Go-Live, [REDACTED]

● RED — INTERVENTION REQUIRED

The Charlotte/Tempe override-rate escalation from Day 30 closed successfully. In its place, a confirmed behavioral regression signal has surfaced per the D12 Regression Signal Registry: a Southeast branch-service regional leader was directly observed telling their team to "use your best judgment, don't worry about what the AI says" — a leader-modeling contradiction of the required compliance disclosure review protocol, not a communications gap. This is a Leader Modeling Regression signal by definition, and per the Dashboard's calculation logic, any confirmed behavioral regression signal forces a RED read regardless of the composite score. It is compounded by a trust-regression signal in pulse open-text (employees questioning whether leadership is following through) tied to the still-unfinalized performance-management guidelines, now two review cycles overdue.

Data confidence: panel-based — 60-day manager observation cycle (all 14 hubs, 6 regions) plus targeted individual check-ins with previously flagged at-risk colleagues.

2. THIS WEEK AT A GLANCE

What is working:

- The Day 30 override-rate escalation is fully resolved — Charlotte and Tempe are now within normal range (6% override rate, down from 22%), and compliance disclosure review rate has climbed to 93% (from 78%), approaching the 95% target.
- The HR/People Org redeployment cohort is essentially complete: 348 of 350 colleagues placed, with the remaining 2 pending voluntary internal transfer requests rather than unresolved placements. Zero involuntary attrition attributable to the transition, holding steady.
- Champion network governance metrics remain strong — signal quality has not declined despite this period's harder news, which is itself a positive indicator that the network is functioning as designed rather than only surfacing good news.

Watch items:

- Leadership (34.0 → 46.0, +12) is this period's most severe movement, driven directly by the Southeast leader-modeling contradiction. Owner: ██████████ response window: 5 business days — this requires named, regional accountability, not a broad reminder to all leaders.
- A trust-regression signal is active per the D12 registry: employees are expressing skepticism that leadership is following through on rollout commitments, tied specifically to the still-open performance-management guidelines. Owner: OCM Lead → ██████████ response window: before the 90-day assessment.
- The performance-management guidelines remain unfinalized — now overdue against both the original 60-days-pre-go-live target and the Day 30 commitment to close before this check-in. Owner: HR Total Rewards; this is the second consecutive missed commitment on this item.

Horizon risks:

- If the Southeast contradiction is not corrected with visible, named accountability, it risks normalizing across other regions before the 90-day outcomes assessment — regional leaders take cues from what gets corrected, not just from what gets announced.
- The trust-regression signal, if unaddressed, could shift from isolated pulse comments to a broader pattern by the 90-day close-out, which would jeopardize the "fewer than 10% report confusion about AI-data-use in reviews" success criterion regardless of how the other four criteria perform.

3. COMMITMENT TRACKER

Commitment	From Check-In	Status	Next Step
OCM Lead confirms closure of the Charlotte/Tempe override-rate escalation	Check-In 2 (Day 30)	✅ Complete	Resolved — override rate normalized to 6%; continue routine monitoring
██████████ issues a renewed, specific job-security follow-up addressing "is my job really safe" language	Check-In 2 (Day 30)	⚠️ In Progress — at risk	Statement was sent, but pulse feedback suggests it read as generic; a live Q&A format is recommended before the 90-day close-out
HR Total Rewards finalizes the performance-management guidelines	Check-In 2 (Day 30)	❌ Not completed — requires escalation	Escalate to ██████████ this week as an executive-decision item; two consecutive commitment misses on this item

This Week's Commitments:

- **1. ██████████ directly and personally addresses the Southeast leader-modeling contradiction** with a corrective, named communication to that region within 5 business days. If not done, the contradiction normalizes across other regions before the 90-day assessment.

- **2. HR Total Rewards finalizes and publishes the performance-management guidelines this week** — now two review cycles overdue. If not done, escalate to [REDACTED] for an executive decision on interim guidance rather than allowing the topic to stay open indefinitely.
- **3. OCM Lead schedules a live, unscripted Q&A hosted by [REDACTED] addressing whether leadership is following through** within 10 business days, directly responding to the trust-regression signal. If not done, isolated skepticism in pulse comments risks becoming a pattern before the 90-day close-out.

4. RECOMMENDED ACTIONS — THIS WEEK

See This Week's Commitments above — this period's three commitments are also the three recommended actions, prioritized in the order listed: the confirmed regression signal first, the overdue policy item second, the trust-repair session third.

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	34.0	46.0	Moderate	↑ Risk rising (+12)
Stakeholder	44.7	42.0	45.0	Moderate	↑ Risk rising (slight)
Capability	23.8	14.0	12.0	Low	↓ Risk falling
Sustainment	25.0	38.0	44.0	Moderate	↑ Risk rising
Documentation Time / Interaction	~5 min	~2 min 10 sec	~100 sec (approaching <90 sec target)	—	↓ Improving
Compliance Disclosure Review Rate	—	78%	93% (target ≥95%)	—	Approaching target
Colleague Quality Scores	—	Stable	+0.4 pts bank-wide	—	↑ Slight improvement

Risk rising in two or more dimensions in the same period triggers a YELLOW signal regardless of other indicators — three dimensions rose this period, and a confirmed behavioral regression signal independently forces RED per Dashboard rules. Never soften a RED signal because underlying quantitative movement looks moderate rather than severe: the qualitative signal governs here.

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
Check-In 3	Day 60, [REDACTED]	● RED	Leader-modeling contradiction and trust regression tied to overdue policy work

This is not a stable trend — it is an alternating pattern (RED, YELLOW, RED) that requires investigation rather than reassurance. The specific driver is traceable: a policy commitment (performance-management guidelines) has now missed its target twice, and that overdue item is the common thread behind both this period's trust-regression signal and the underlying condition that made the Southeast contradiction credible to that region's team. Closing the policy item is very likely the single highest-leverage action available before the 90-day assessment.

GOccelerate™ Adoption & Outcomes Dashboard | Check-In 3 of [REDACTED] | Generated [REDACTED] | Next check-in: [REDACTED] (Day 90 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.