

How to Measure Engagement with the Aviation Management of Change Process

Sofema Aviation Services (SAS) www.sassofia.com considers the challenges of enabling and measuring the most effective engagement with the Management of Change (MOC) process.

Introduction – To consider the Challenges to MOC Engagement

It is important to carefully define what you mean by engagement and to develop a set of standardized metrics that can be used to measure it. You may also need to work on building trust with employees and addressing any resistance to change that may exist. Additionally, it can be helpful to involve employees in the process and to seek their feedback on how to improve engagement.

There are several challenges to delivering the highest level of engagement with MOC, the following examples being typical:

- Lack of standardized metrics: There is no standardized set of metrics that can be used to measure engagement with the aviation management of change process.
 - Different organizations may use different metrics, which can make it difficult to compare results across different organizations.
- Difficulty in defining engagement:
 - Engagement can be a difficult concept to define, especially in the context of the aviation management of change process.
 - What one person considers to be engaged may not be the same as what another person considers to be engaged.
- Subjectivity:
 - Measuring engagement is inherently subjective, as it involves assessing people's attitudes and behaviors. (This can make it difficult to obtain accurate and reliable data.)
- Resistance to change:
 - Resistance to change can be a major barrier to engagement with the aviation management of change process.
 - Some employees may be resistant to change and may not be willing to engage fully with the process.
- Lack of trust:
 - If employees do not trust the management of change process, they may be less likely to engage with it.
 - Building trust takes time, and it may take some time for employees to fully engage with the process.

MOC Assessment

Several Approaches may be taken to assess how well the process is being embraced by stakeholders.

- Employee Surveys who are impacted by the changes.

- Provides an insight into how well the process is understood and how committed employees are to following it.
 - Seek feedback and suggestions for improvement.
- Analyze participation rates
 - Reviewing participation rates in the MoC process can also provide insight into engagement levels.
 - If participation is low, this may indicate a lack of engagement.
- Assess feedback
 - Request feedback from stakeholders about their experiences with the MoC process. (What worked well and what could be improved. You could also monitor social media or other public forums to see if people are discussing the process and if they have positive or negative feedback.
- Analyze metrics
 - Analyzing metrics such as the number of successful changes, time to implement changes, and cost savings can also provide insight into engagement levels.
- Conduct follow-up training:
 - Providing follow-up training to employees who have participated in the MoC process can also help gauge engagement levels. (This can help to reinforce the importance of the process and ensure that employees are following the correct procedures.)

Next Steps

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