WHY THIS MATTERS

- Moving from paper to online system
- Benefits: efficiency, visibility, compliance
- Impact: more conversations and accountability with employees

The Most Common Reactions to Change:

Move- We quickly <u>charge</u> into action.

Minimize- We change as little as possible.

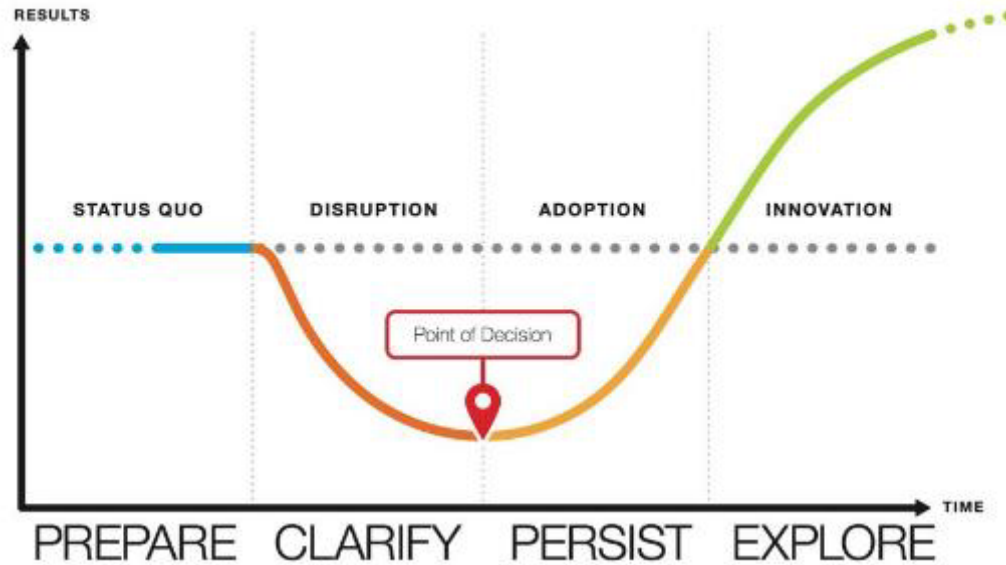Wait- We do nothing until others change.

Resist- We dislike the change and convince others to fight it.

Quit- We go elsewhere, or we stay but do not engage.

THE CHANGE MODEL

MANAGER TIPS BY STAGE

- **Prepare, don't avoid:** Understand the reasons behind the move from paper to UKG online timekeeping system and what it will mean for you and your employees.
- **Ask questions and seek clarity:** Learn how UKG impacts your role as a manager- including reviewing, approving, and monitoring time entries.
- **Use available resources:** Explore UKG training guides, FAQs, and our internal support channels to get comfortable with the system before launch.
- **Know your team's impact:** Consider how this change may affect different groups of employees (e.g., shift workers, remote staff, student employees).

DISRUPTION: CLARIFY, DON'T DELAY

- **Clarify, don't delay:** Focus on learning the specific features of UKG and how they impact day-to-day responsibilities.
- **Communicate openly:** Explain to employees how UKG will change processes (e.g., clocking in and out, correcting missed punches, requesting approval for overtime).
- **Address concerns early:** Be ready to have 1:1 conversations about issues like working from home before commuting, request for missed punches, or unauthorized overtime.

ADOPTION: PERSIST, DON'T GIVE UP

- **Persist, don't give up:** Continue practicing in UKG until you and your team are confident. Mistakes and missed punches are normal during the adjustment period.
- **Reinforce accountability:** Hold regular check-ins with employees to review common issues and set clear expectations.
- **Use coaching conversations:** Balance empathy with accountability. Acknowledge challenges but remind employees of their responsibility to use the system correctly.
- **Model the behavior:** Demonstrate commitment by consistently using UKG tools yourself and following the same standards.

INNOVATION: EXPLORE, DON'T SETTLE

- **Explore, don't settle:** Look for opportunities to leverage UKG beyond compliance (e.g., identifying scheduling trends, reducing unplanned overtime, and improving workload balance.
- **Gather feedback:** Ask your team what's working well and where they need more support.
- **Share best practices:** Collaborate with peer managers to exchange tips and strategies for using UKG effectively.
- **Focus on continuous improvement:** Use insights from UKG to streamline processes, improve communication, and make more data-informed staffing decisions.

SCENARIO PRACTICE

- You notice that one of your employees has been clocking in from home and then commuting to work.
- This adds 20-30 minutes paid time before they start their shift.
- This behavior has surfaced in the Disruption Stage: Employees are adjusting to UKG and testing boundaries.
- What are some things you as a manager can do?

NEGATIVE OBSTACLES

- **Hurdles:** Individual skill gaps. Look for training that can help your employee.
- **Quicksand:** Progress stalls can be avoided by collaborating and seeking support.

QUICK TIPS FOR MANAGERS

- Staff focused on the big picture.
- Encourage open communication
- Celebrate small wins
- Keep a learning attitude
- Have confident conversations: Frame UKG as a tool, not a watch dog. Approach conversations with empathy, clarity, accountability with support and provide them with the soft skills needed to succeed.

COACHING FRAMEWORK

- **Example Situation:** During last week's shift I noticed in UKG that your timecard had three missed punches.
- **Behavior:** This means that you did not clock in or out properly and I had to adjust your entries.
- **Expectation and Next Steps:** Going forward, please double check that you are clocking in and out at the correct times. If you have an issues with it, please let me know right away so we can address it.

- This keeps the conversation fact-based, neutral and tied to impact.

RESOURCES AND TAKE AWAYS

- Resources
    - UKG training materials
    - HR Guidance on policy/compliance
    - Job aids

- Take Aways
    - Managers are the bridge between systems and people.
    - Change is about mindset and skills.