

# USER GROUP SESSION SUMMARY

*UTA to WFM: Rolling out Change  
and User Adoption*

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## SUMMARY:

This User Group session outlined the organizational shift required to effectively transition from UTA to UKG Pro Workforce Management (WFM). The move to WFM is not just a technical system replacement, but an organizational and operating-model shift to deliver the modern, unified, mobile-first workforce experience. WFM changes how work is done, and organizations must understand the role-based impacts and define what's new and what will be expected across roles. With a structured approach grounded in change management, targeted communication, role-based training, user enablement, and measurable adoption metrics, organizations can drive readiness, reduce disruption, and achieve sustained long-term adoption.

## BEST PRACTICES FOR ADOPTION:

- Secure executive leadership to reinforce the “why” and drive alignment
- Utilize change champions to influence peers, surface risks, and support adoption
- Tailor messages for leaders, managers, and employees using channels they already trust
- Provide a multi-level support model and ongoing reinforcement with instructor-led training, job aids, office hours, self-paced practice, and FAQs
- Track behavioral adoption such as missed punches, exceptions, and scheduling accuracy
- Standardize processes early through documented future-state workflows
- Establish governance with clear ownership for configuration, audits, and ongoing optimization

## PRESENTERS

### PHIL GRANT

Sability Director, Business Development

### ZOHEB ALI

Sability Consultant

### MARIA TRISMEGUIST

Sability Project Manager

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## USER GROUP:

If you're interested in participating in our next User Group session, join our LinkedIn Group "[Sability UKG User Group](#)" or reach us at [customersuccess@sability.com](mailto:customersuccess@sability.com)