

# ADOPTION AND CHANGE DISCOVERY WORKSHOP

The start of your Adoption and Change journey

The first step on the adoption and change journey is to build out a tailored plan for your organisation's needs.

Our Adoption and Change workshop provides you with insight and information as well as high-level planning, to offer you an overview of best practices for successful end user adoption.

## WHAT THE WORKSHOP WILL COVER:

Our experts will help you define and outline a set of adoption activities to be targeted at the user community; before, during and after the rollout. Our focus is on your people - what they need to know, how it'll impact them and how they can be supported.

### 1. INSPIRE

Awareness/ engagement events to help users understand and continue to engage with their Microsoft apps.

### 2. INFORM

Communications (organisation wide/ project level), to ensure users are kept aware, informed and engaged.

### 3. EMPOWER

Education and support activities to build user confidence and understanding of the technologies.

### 4. EQUIP

Resources and materials that your users can use to continue their learning.

### 5. SUSTAIN

Post-pilot/ launch reviews to touch base with recommended actions for reinforcement planning.

## WORKSHOP OUTCOMES



Transparency will gain an understanding of your project team, the resources and knowledge available internally, desired scope etc.



A high-level ACM plan will be created, summarising the topics discussed and detailing the adoption activities to be targeted at the user community – designed to drive awareness and boost engagement.



A review meeting will follow, leading to a statement of work which proposes the next steps, including the proposed involvement from Transparency and further service offerings in planning, managing and executing adoption activities for your organisation.