

Google Workspace Training & Enablement

Service Definition

Summary of Service

Telana's Change Management Services provides a structured approach to the people-side of the changes required to move to Google Workspace. Consultancy services and formal training classes are available to ensure your organisation is ready to "Go Google" and reach maximum productivity in as short a time as possible.

Service Features

- / Formal training classes on "Messaging" and "Collaboration" and advanced classes on Sheets, Slides, and Sites.
- / Flexible training delivery: remote or onsite, from 1-to-1 sessions to large groups.
- / Consultancy to build a "Going Google" communications programme and identify change impacts.
- / User segmentation analysis to tailor the change approach.
- / Development of internal "Google Guides" and "Floorwalker" support for go-live day.

Service Benefits

- / Drives faster and fuller adoption, utilisation, and proficiency across Google Workspace.
- / Ensures staff are better prepared for the change, leading to improved productivity and satisfaction.
- / Provides clear data on the readiness of your current environment to inform the transition.
- / Delivers an easier and more successful "go-live" user experience with hands-on support.

Service Description

Tailored Training Programmes

We offer a range of formal training classes covering everything from core "Messaging" and "Collaboration" tools to advanced sessions on Sheets, Slides, and Sites. To ensure training is effective, we provide flexible delivery options, including remote "webinars" or onsite sessions, tailored to your needs—from individual coaching to small group workshops and large-scale presentations.

Strategic Change Consultancy

Successful adoption goes beyond training. Our consultancy services provide a structured approach to managing the human side of technological change. We conduct user segmentation analysis to understand different user needs and perform "change impact" analysis to identify potential challenges. Based on this, we work with you to build a bespoke "Going Google" communications programme that prepares your organisation culturally and ensures a smooth transition.

Adoption and Go-Live Support

To create lasting change, we help you build a network of internal champions by identifying and developing "Google Guides" within your organisation. To ensure a seamless launch, we provide practical, on-the-ground "Floorwalker support" on go-live day, where our experts are physically or virtually present to assist users directly, answer questions, and resolve issues in real-time.