



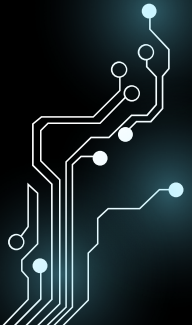
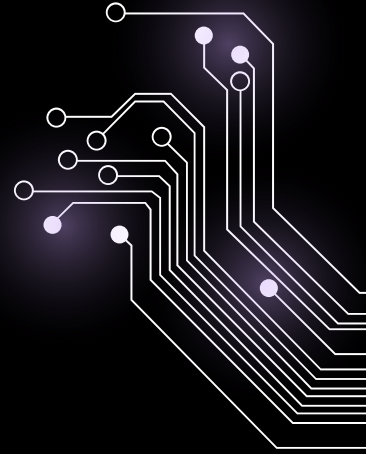
# Navigating Change: Optimizing Technology Implementations for Success

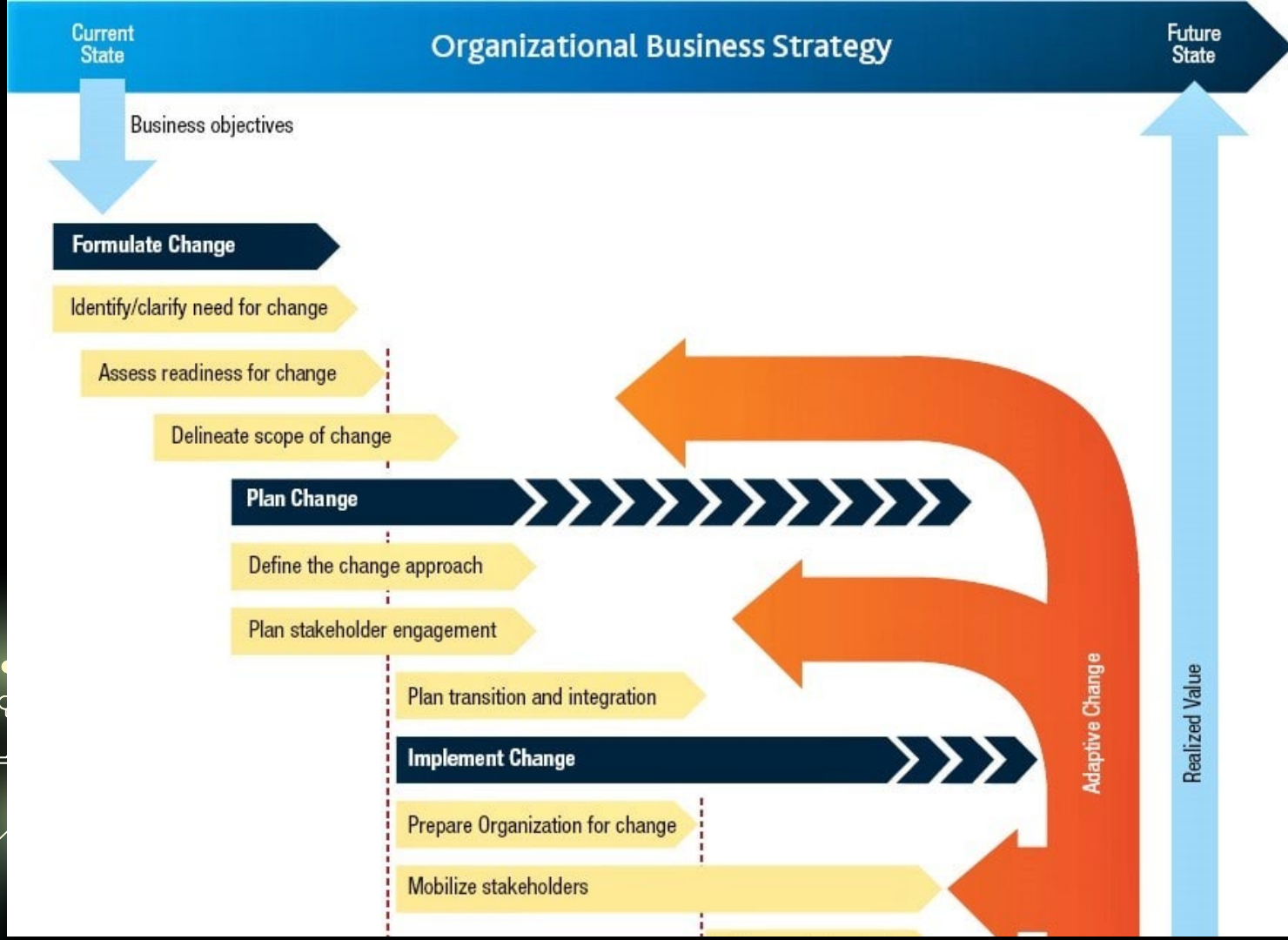
Jenn Buckley, M Ed, MBA, CPTD



# Agenda

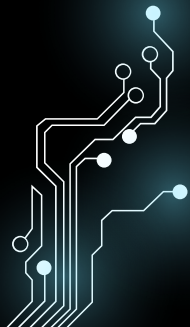
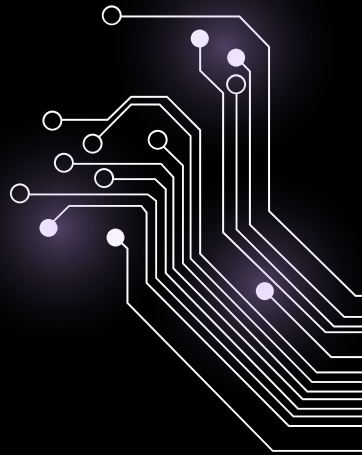
- Defining Success
- Problem Identification
- Break the Old
- Change Management Challenges
- Scope Creep
- Business Use Cases (aka Scripts)
- Communication





# How do you feel about your current LMS\*?

- ☐ Love it!
- ☐ It's ok
- ☐ Meh...
- ☐ I want to boot it into the sun
- ☐ We don't have one



The background is a dark gray grid with a pattern of small dots. In the four corners, there are stylized circuit board traces. The top-left and bottom-left corners have traces with yellow and green glowing nodes. The top-right and bottom-right corners have traces with white and red glowing nodes.

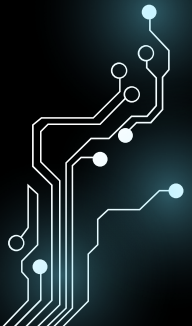
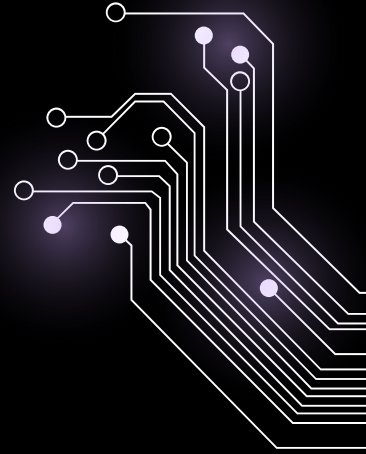
**What does “success” look like?**

# Define “Success”

What does “success” look like ?

To whom?

- the implementation team
- the stakeholders
- the vendor

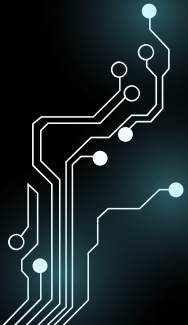
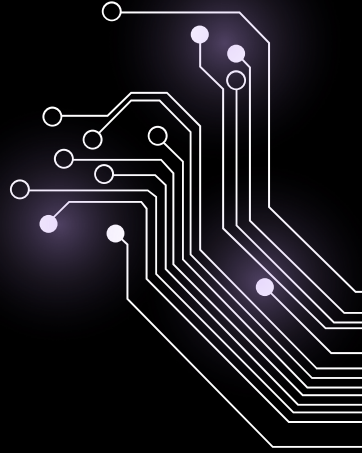


# Speaking of Timelines...

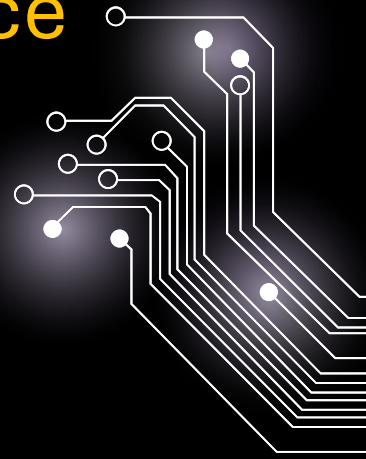
What does “success” look like

- In the short-term?
- In the mid-term?
- In the long term?

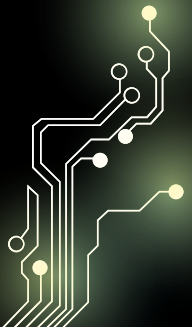
What’s the definition of “long-term”?



# Are you looking to purchase/replace your LMS\*...



- ☐ Just browsing
- ☐ Sometime in the near future
- ☐ Sometime in the next 1-2 years
- ☐ Good grief, NO!





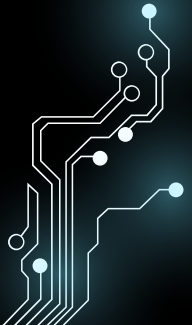
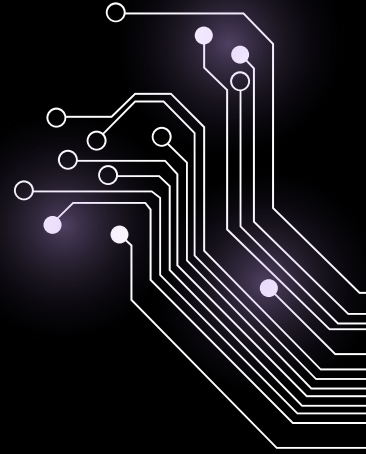
# What & Why?

What problem are you trying to solve?

Why are you trying to solve it?

- Inefficiency?
- Inconsistent data?
- Lack of \_\_\_?

Frame the problem as clearly as possible



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# Why Do People Resist Change?

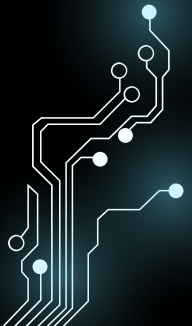
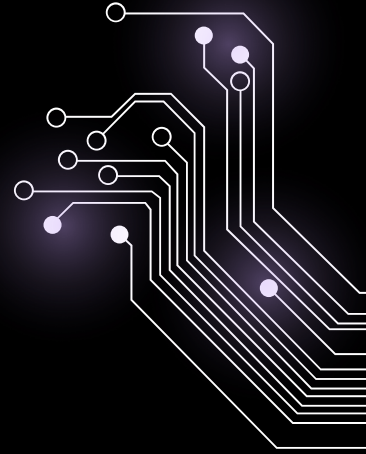
# Change Management Challenges

## Why Do People Resist Change?

- Fear of increased workload or losing their jobs to automation.
- Cultural attachment to traditional methods of teaching, training, or working.
- Skepticism about the effectiveness of new technologies.
- Lack of stakeholder involvement or insufficient communication.

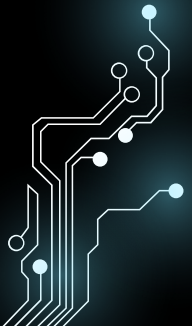
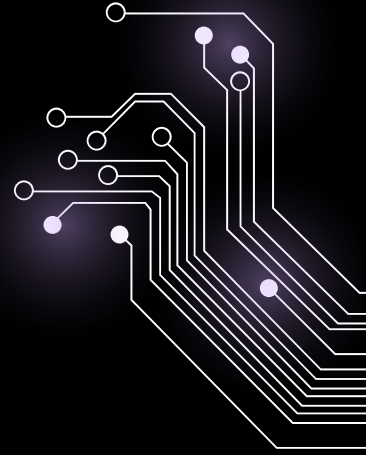
# Challenges of Adoption...

- Lack of Clear Vision and Strategy
- Failure to Involve Stakeholders Early
- Fear of Learning Curves and Additional Workload
- Insufficient Communication
- Cultural Resistance
- Lack of Immediate Results
- Weak Leadership Support



# ... and Solutions

- Establish a Clear Vision and Strategy
- Involve Stakeholders Early
- Reduce Fear of Workload and Learning Curves
- Communicate Effectively



The image features a dark background with a fine grid of small dots. In the four corners, there are stylized, glowing circuit traces. The top-left and bottom-left corners have traces with green and yellow highlights. The top-right and bottom-right corners have traces with blue and purple highlights. The central text is in a bold, pink, sans-serif font.

**What does it mean to “break the old”?**

# Breaking the Old

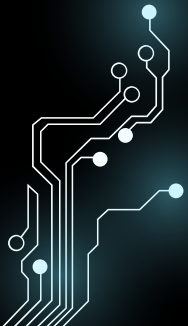
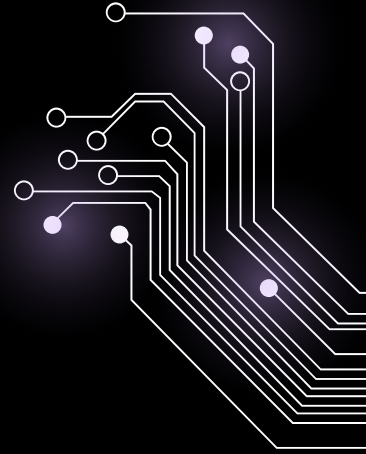
Challenging traditional methods

Overcoming resistance to change

Reevaluating organizational culture

Abandoning legacy systems

Foster innovation and experimentation

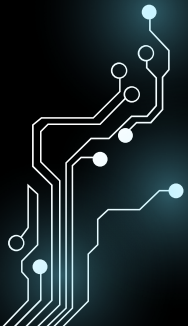
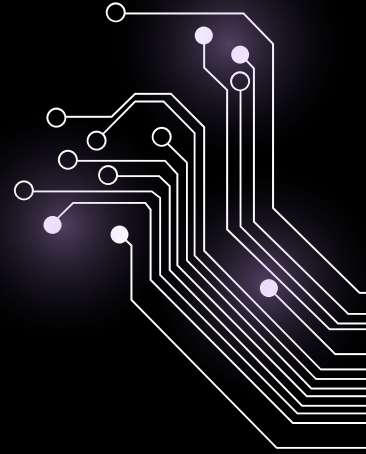


# Ch-ch-ch-changes...

Scope Creep

Expectation Creep

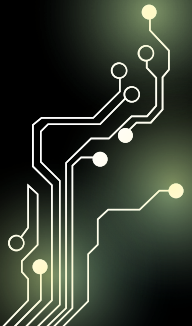
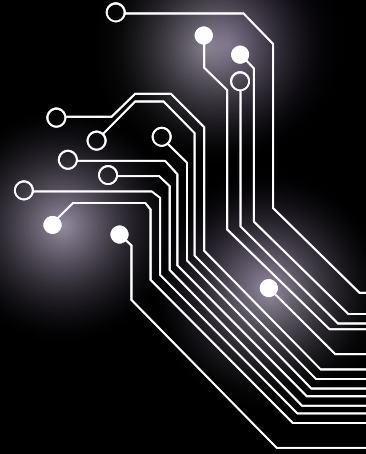
Expectation Atrophy





# What can you use your use cases for?

- ☐ Sales Demos
- ☐ Change Management
- ☐ Communications
- ☐ QA/QC testing
- ☐ UAT testing
- ☐ Training outline
- ☐ Hands-on training exercises

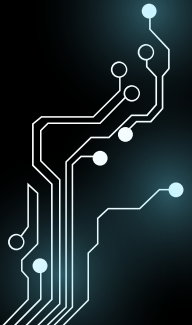
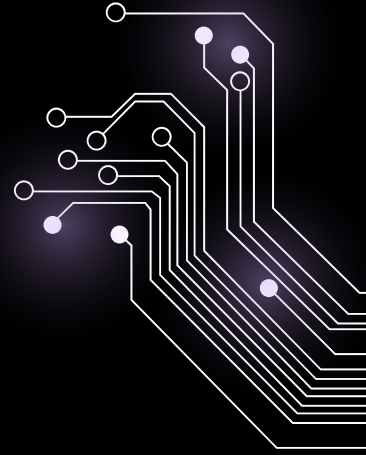


# Duck, duck, ...GOOSE!

When to collect use cases - ALWAYS!

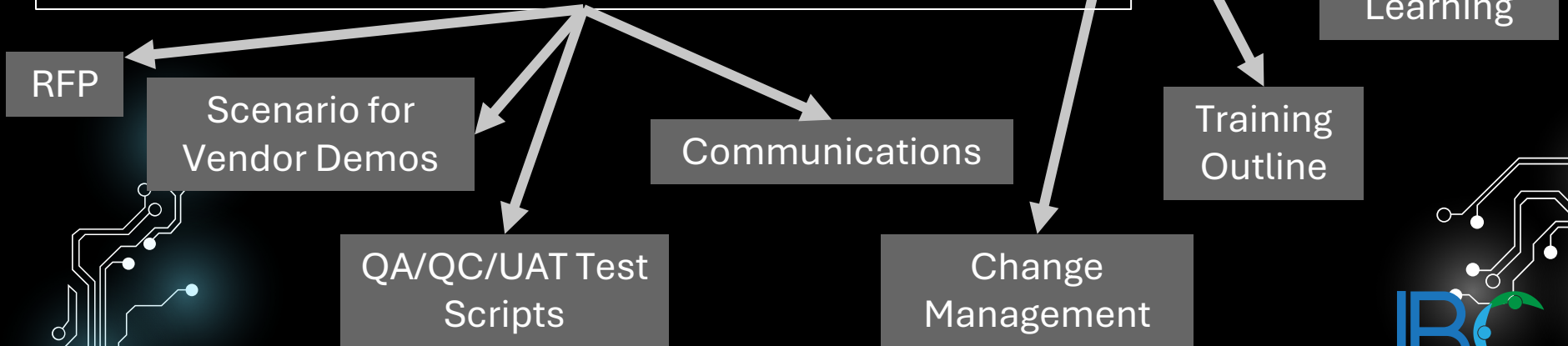
Flip those use cases from the demo into...

- Change management & communications
- QA/QC & UAT test scripts
- Training outline & materials
- Hands-on training



# Business Use Cases (aka Scripts)

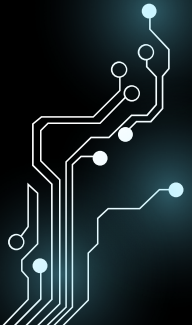
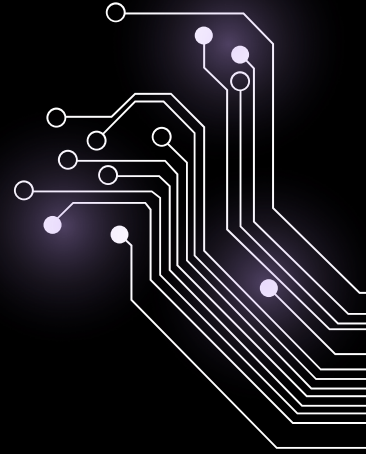
Demonstrate how a learner evaluates courses and instructors online and how the system reports the results. Show how the system calculates scores for pre-course and post-course tests and determine and designate pass/fail status or grade status (1-100). Show how these scores can be tracked per course and per attendee and how these reports can be output to Excel.



# Sample

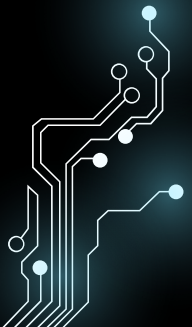
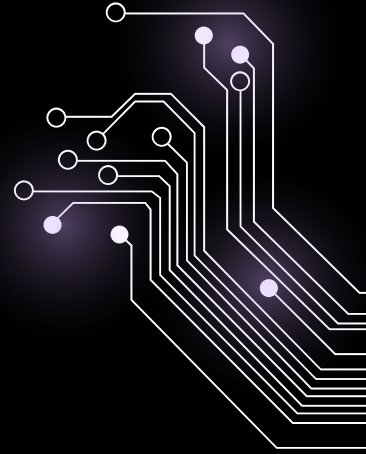
## Use Case Test #0097: Add a New Vendor

- Log in as an Admin (see list of user IDs)
- Navigate to **Classroom Training > Vendors and Instructors**
- Click **Add a New Vendor**
- In the **Vendor Name** box type "**TEST-(your login name)**"
- OPTIONAL: If you have other information to add, do so
- Click **Submit**
- Verify your test vendor is listed
- Log out



# Communication

- Know your audience!
- Address concerns head-on
  - Fear of job loss
  - Added complexity
  - Changes in workload
- Tailor communications
- Establish a feedback system
- Engage with reluctant users
- Share successes
- Demonstrate value



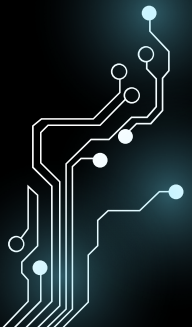
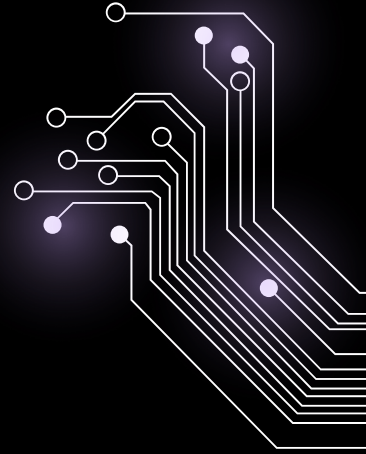
# Revisiting Success

What problem were you trying to solve?

How do you prove success?

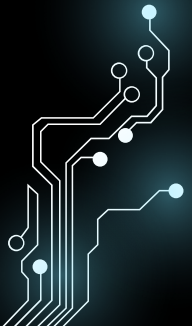
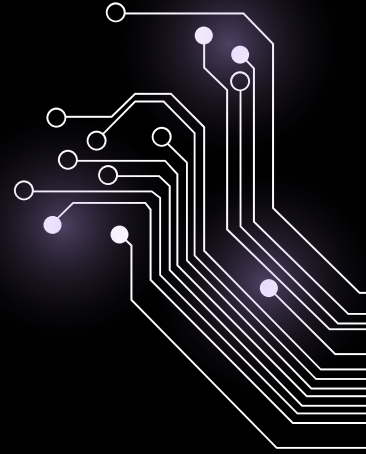
- User Adoption Rates
- Impact on Learning and Performance
- Return on Investment (ROI)
- User Satisfaction

Tangible vs Intangible benefits?



# The Action Plan

- Thoughtful planning
- Defining success up front
- Being the driver of the vendor bus
- Breaking the old
- Frequent engagement and communications
- Managing expectations



# Your Presenter



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