



Naar O365 met
twee voeten op de



Office 365

VOORSTELLING



Tom Truyers

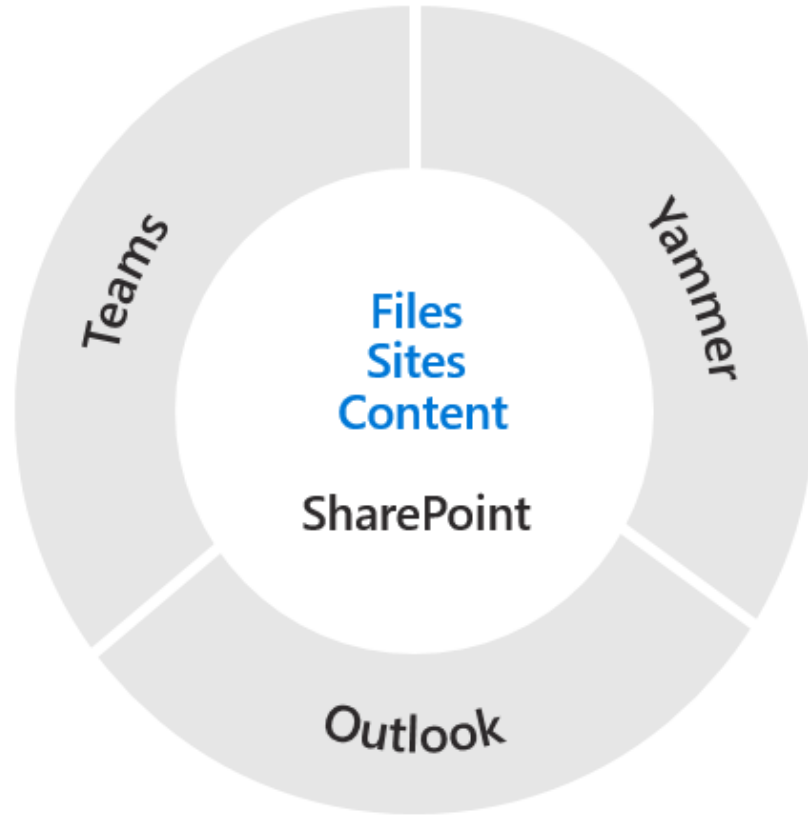
Prosci Certified Change Manager
MS Service Adoption specialist

*To realize envisioned business value,
we guide people and organizations
on their journey of change*





Inner Loop
People you work with regularly on core projects



Outer Loop
People you connect with openly across the organization

Email
Ubiquitous for targeted communications



ONEDRIVE

What

OneDrive is your personal drive.

Use

- to store your professional files
- to temporarily store a file when an Office 365 Team is not yet available
- to share a file with another colleague
- to collaborate on a file with another colleague
- not to store team or company files on your personal OneDrive

YAMMER

What

Yammer is a social networking tool structured in groups.

Use

- To exchange idea's and information about topics not related to an existing Team, Project, departement or community.

TEAMS

What

Teams is a collaboration tool for a small group.

Use

- **Project** teams: when you need to work together and collaborate with other colleagues on a specific case limited in time.
- **Functional** teams: when you want to group your conversations, events, files and tasks about one specific topic of your team activities

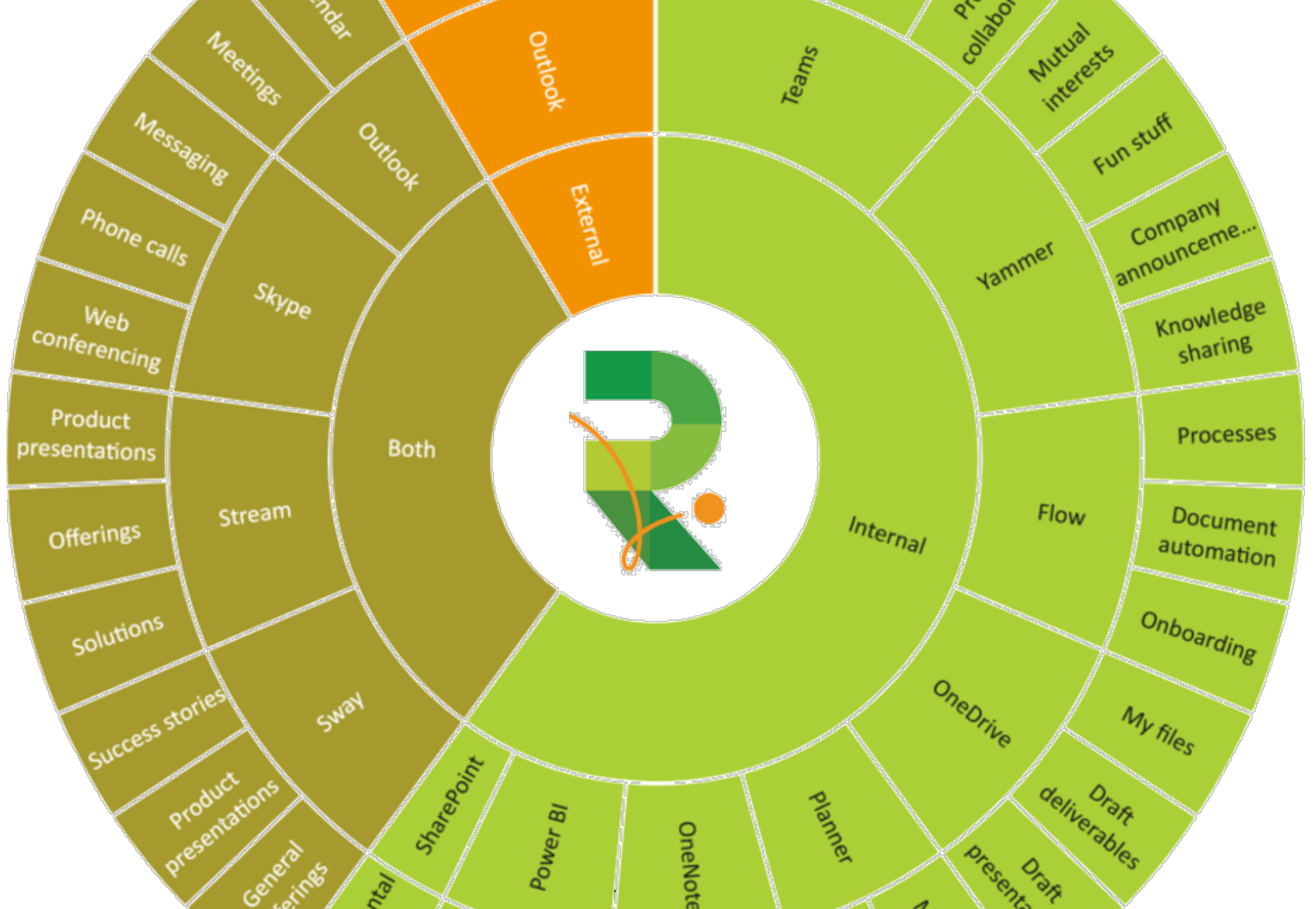
SHAREPOINT

What

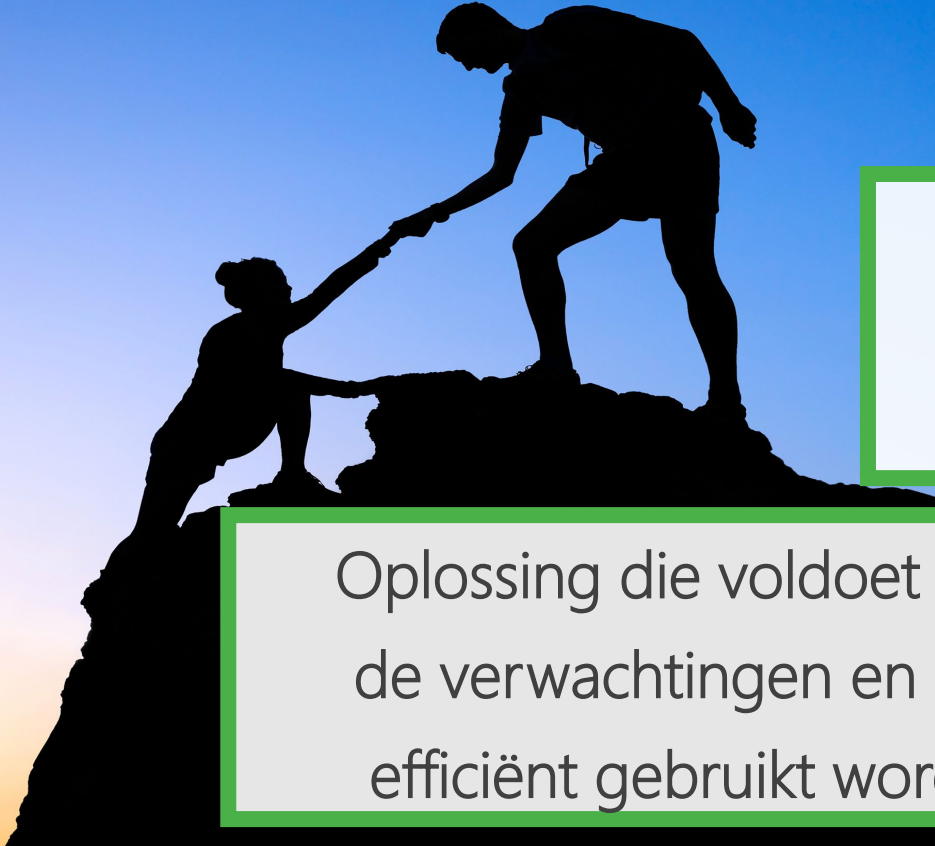
SharePoint is a tool to share information on company and community level.

Use

- To store and share relevant departemental and community files, procedures, templates, guidelines and instructions.
- To share and archive company information
- Not to store personal files



WAT IS SUCCES?



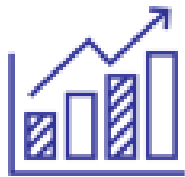
Behalen van de vooropgestelde doelen met zichtbare meerwaarde.

Oplossing die voldoet aan de verwachtingen en die efficiënt gebruikt wordt.

Kwalitatieve oplossing binnen tijd, binnen scope & binnen budget



BELANGRIJKSTE REDENEN OM GOED CHANGE MANAGEMENT TOE TE PASSEN



Increase probability of
project success



Manage employee
resistance to change



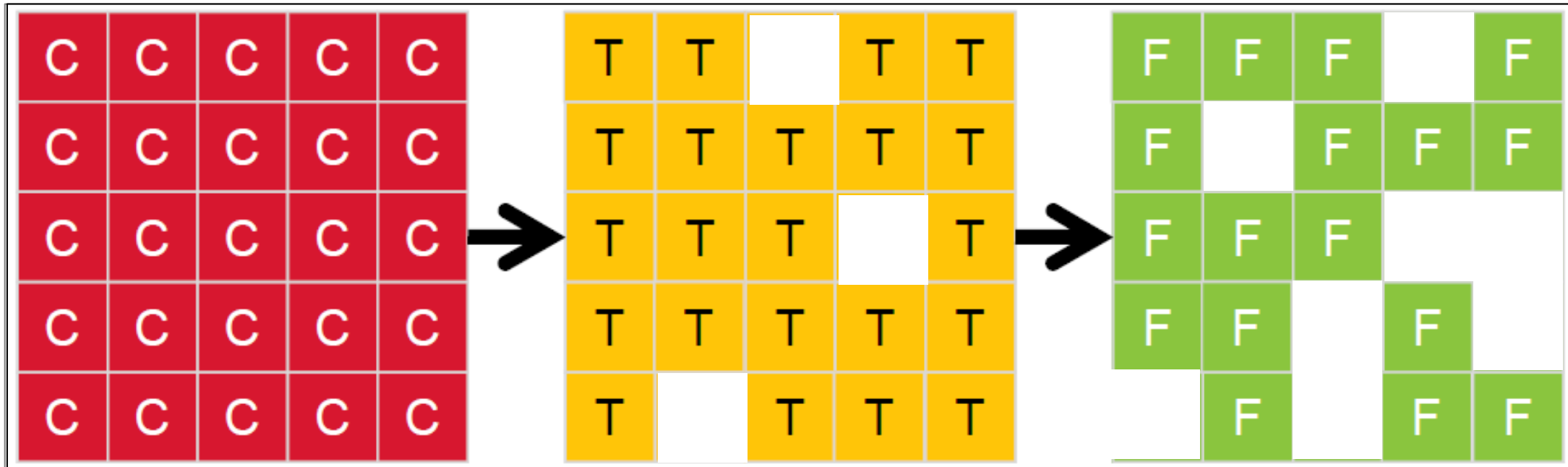
Capture people-
dependent ROI



Build change competency
into the organization

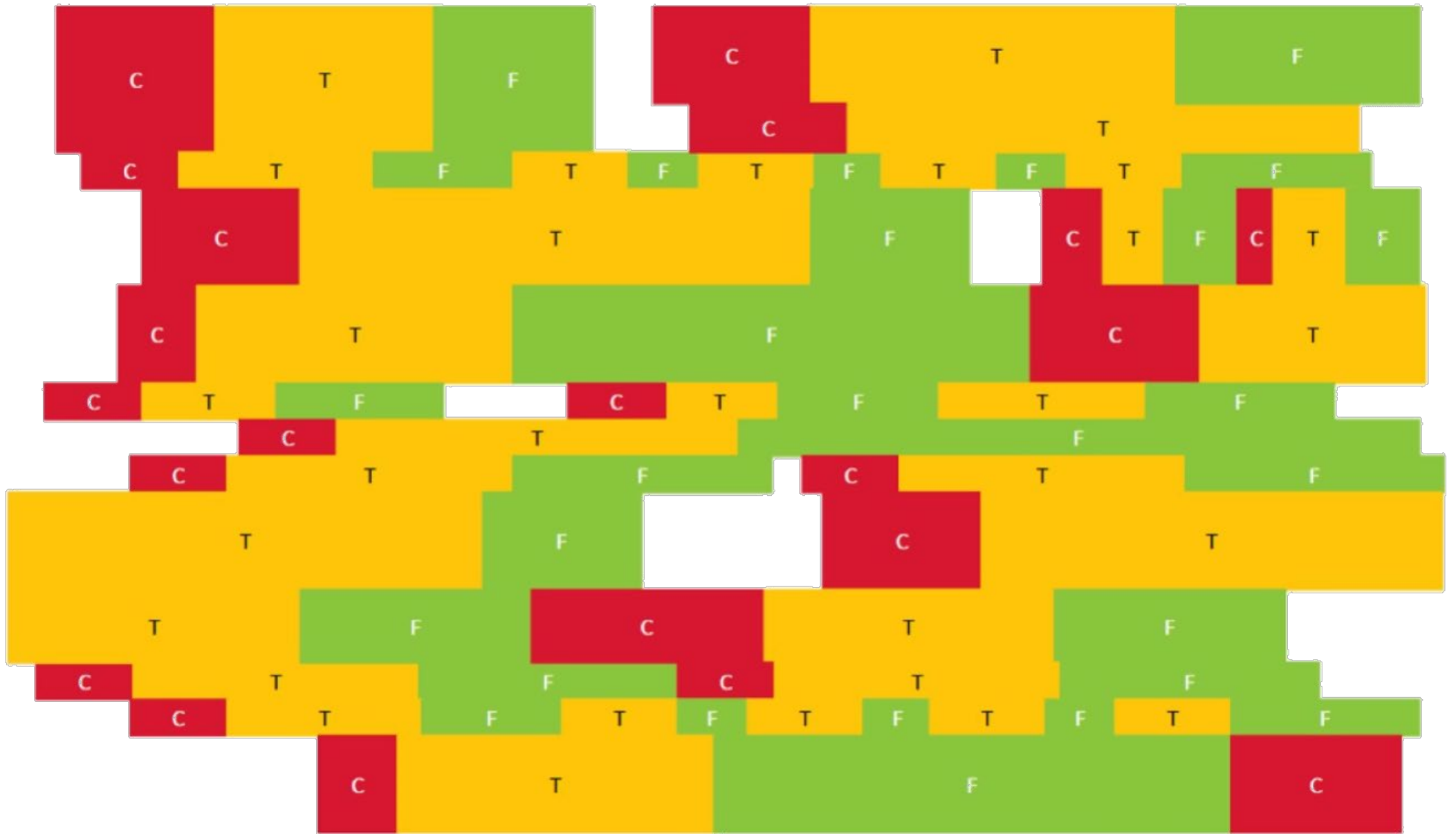


Organisaties veranderen niet; mensen veranderen

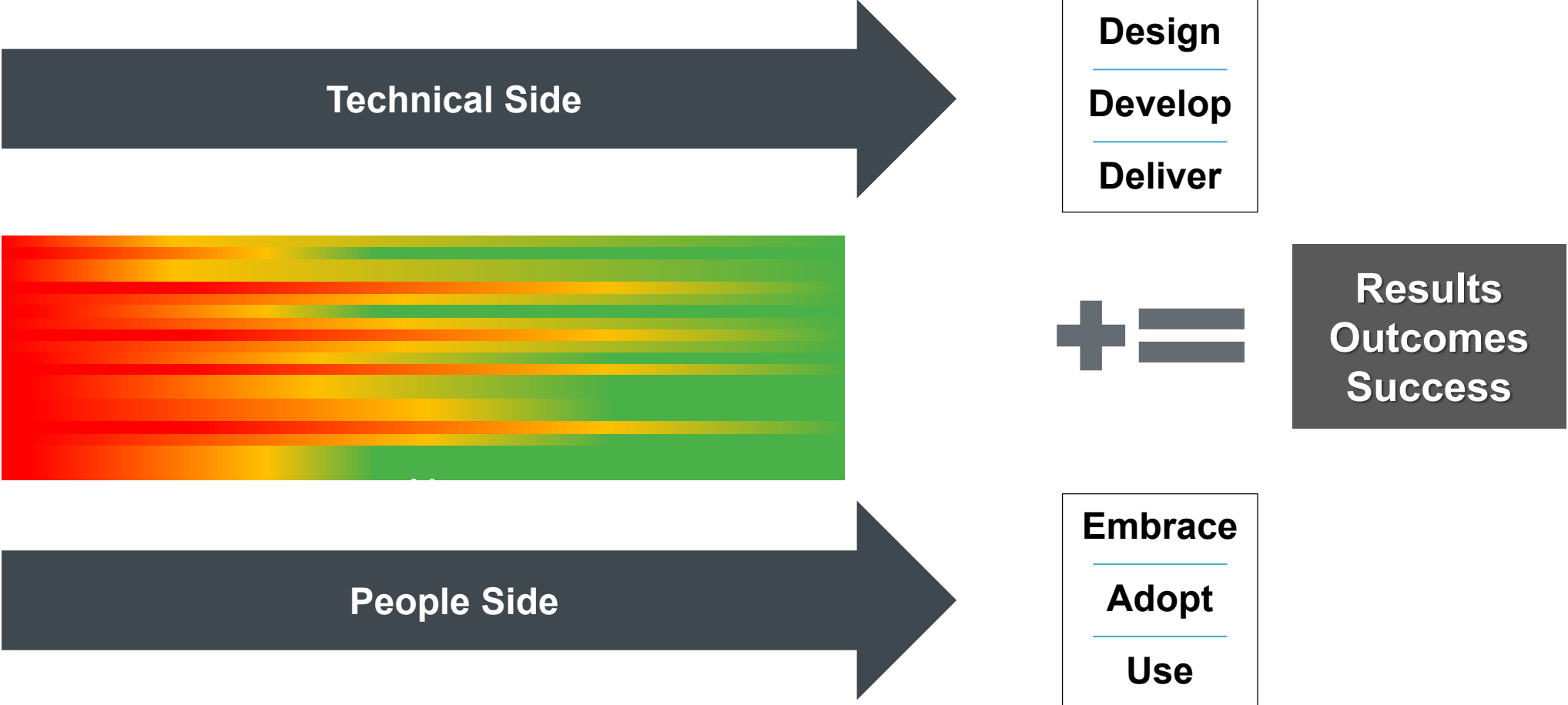


Vermijd Zwitserse kaas





DE MENSELIJKE ZIJDE VAN VERANDERING



AWARENESS



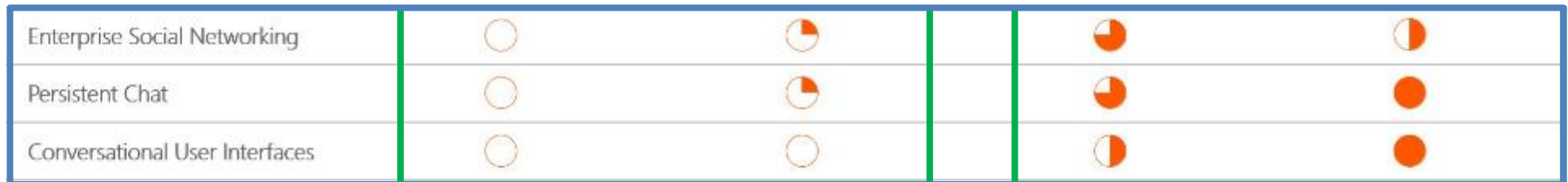
*“Dit is tijdsverspilling.”
“Het was toch goed zoals het was?.”
“Ze vertellen ons nooit iets!”*



Generational Preferences at Work



For organizations with a multi-generation workforce, it is important to understand your demographics to know how to best find the balance across the generations. If you are an organization that heavily relies on email, what are you doing for your new workers? Are you giving them the tools they need to be effective?



● Always prefer ◐ Mostly prefer ◐ Somewhat prefer ◐ Occasionally prefer ○ Do not prefer





DESIRE

“Ik ben niet geïnteresseerd.”

“Wat levert mij dit op?”

Ik geloof niet dat ze dat effectief gaan doorvoeren”

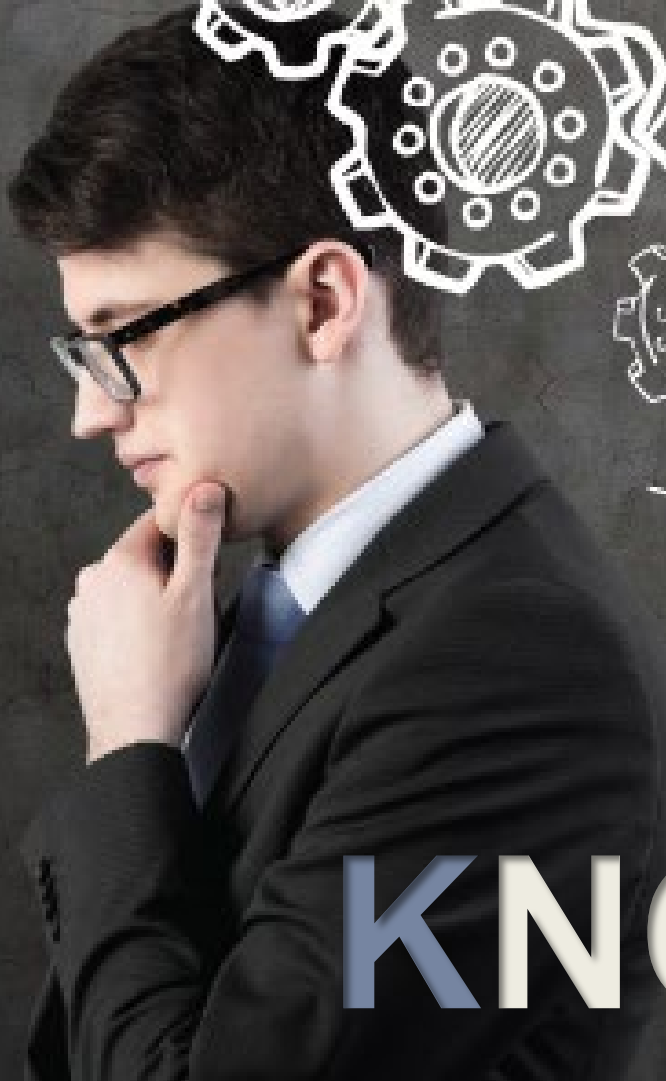


Sensitivity: L2 Company





Verandermoeheid?



KNOWLEDGE



ABILITY



***“Ik krijg die nieuwe tool maar niet onder de knie”
”Alles wat ik doe duurt dubbel zo lang”
“Ik snap het, ik heb de training gevolgd, maar als ik het
moet doen, lukt het niet”***





REINFORCEMENT

*“Dit duurt te lang, ik ga het doen zoals vroeger”
”Ik vergeet altijd die extra stap te nemen.”*





AWARENESS

DESIRE

KNOWLEDGE

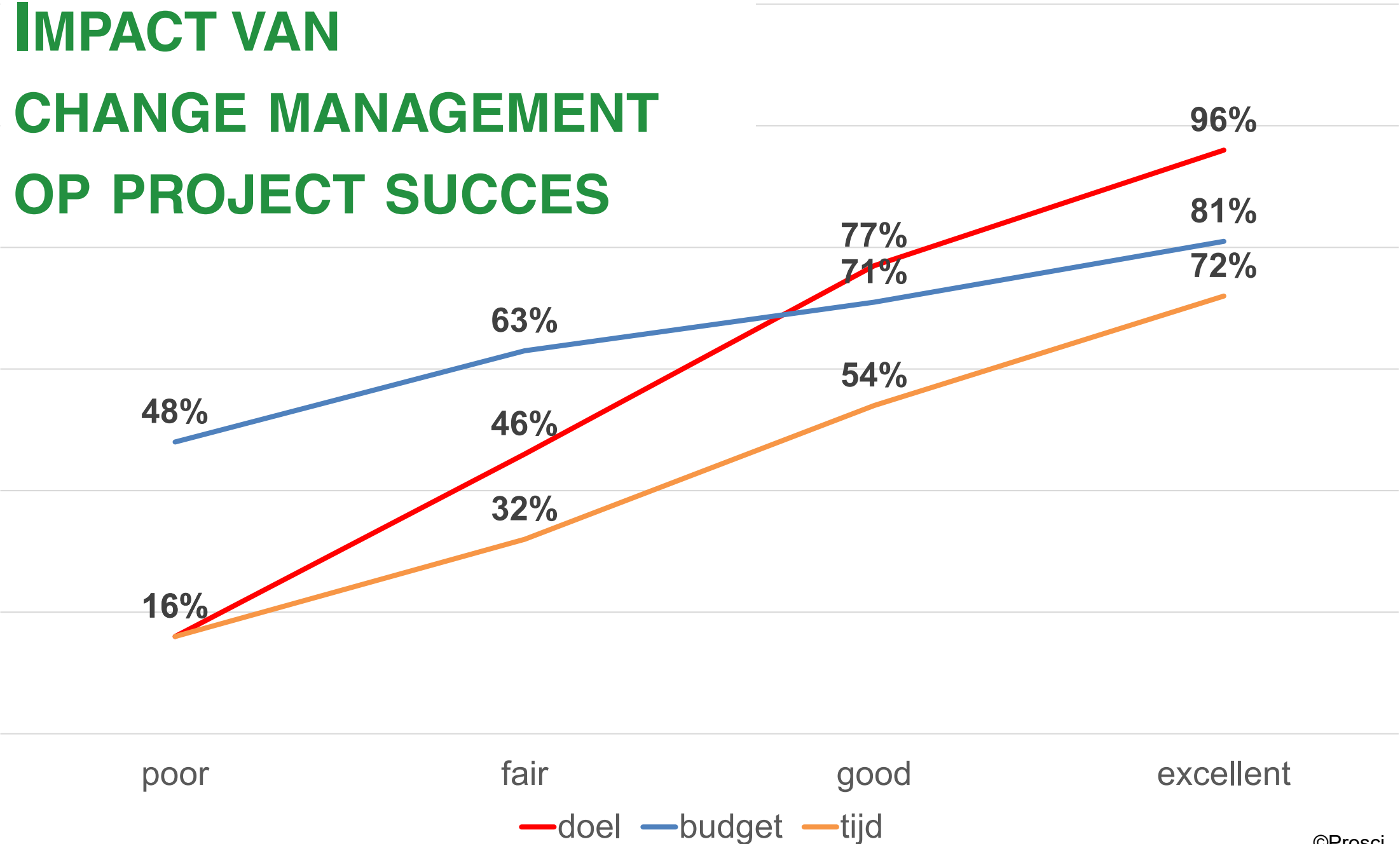
ABILITY

REINFORCEMENT

**Een holistisch en gestructureerd model,
gebaseerd op internationaal onderzoek.**



IMPACT VAN CHANGE MANAGEMENT OP PROJECT SUCCES



—doel —budget —tijd

Sensitivity: L2 Company



A

D

K

A

R



Sponsor Roadmap



Communication Plan



Coaching Plan



Training Plan

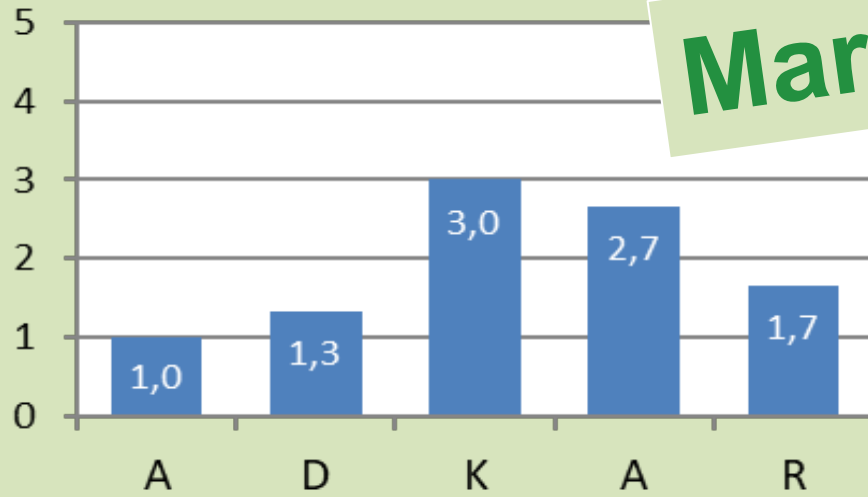


Resistance Management Plan



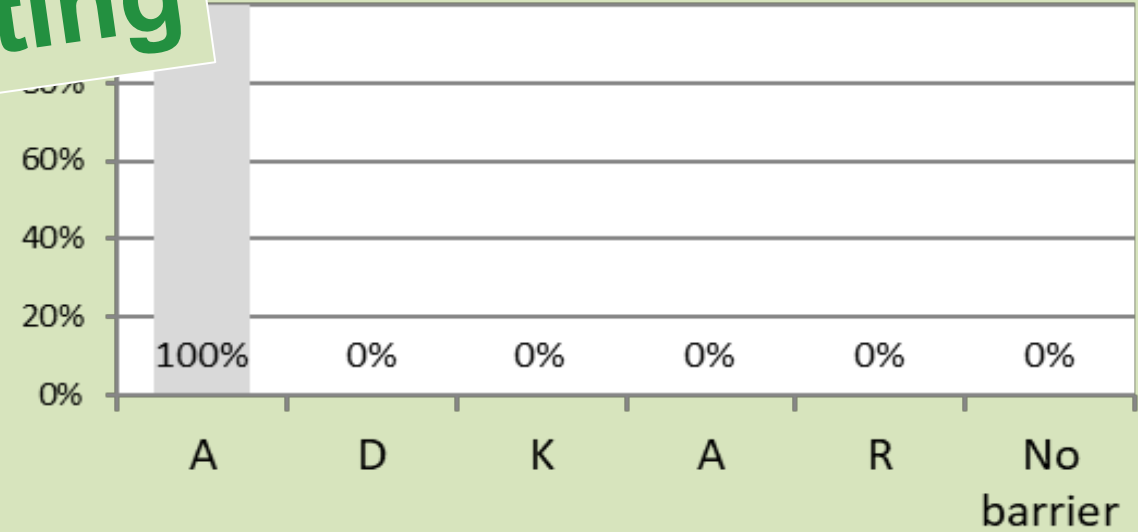


Average ADKAR Scores

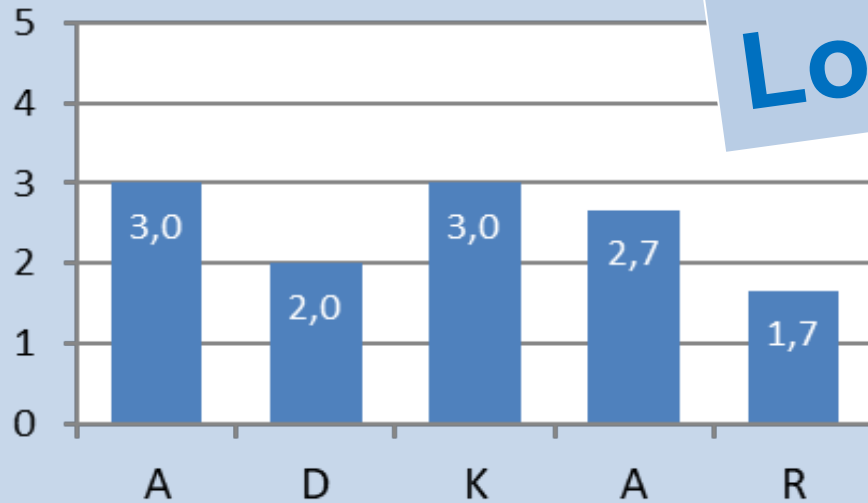


Marketing

ADKAR Barrier Point Distribution



Average ADKAR Scores



Logistiek

ADKAR Barrier Point Distribution

