

A blurred photograph of a modern office interior. In the center, a woman is sitting cross-legged on a light-colored tiled floor, working on a laptop. She is wearing a striped long-sleeved shirt and jeans. To her left, a man in a light-colored shirt and trousers is walking past. In the foreground, several other people are walking in various directions, their figures blurred to suggest movement. The background features a large window with a view of a white pebble-filled area. The overall atmosphere is one of a busy, collaborative work environment.

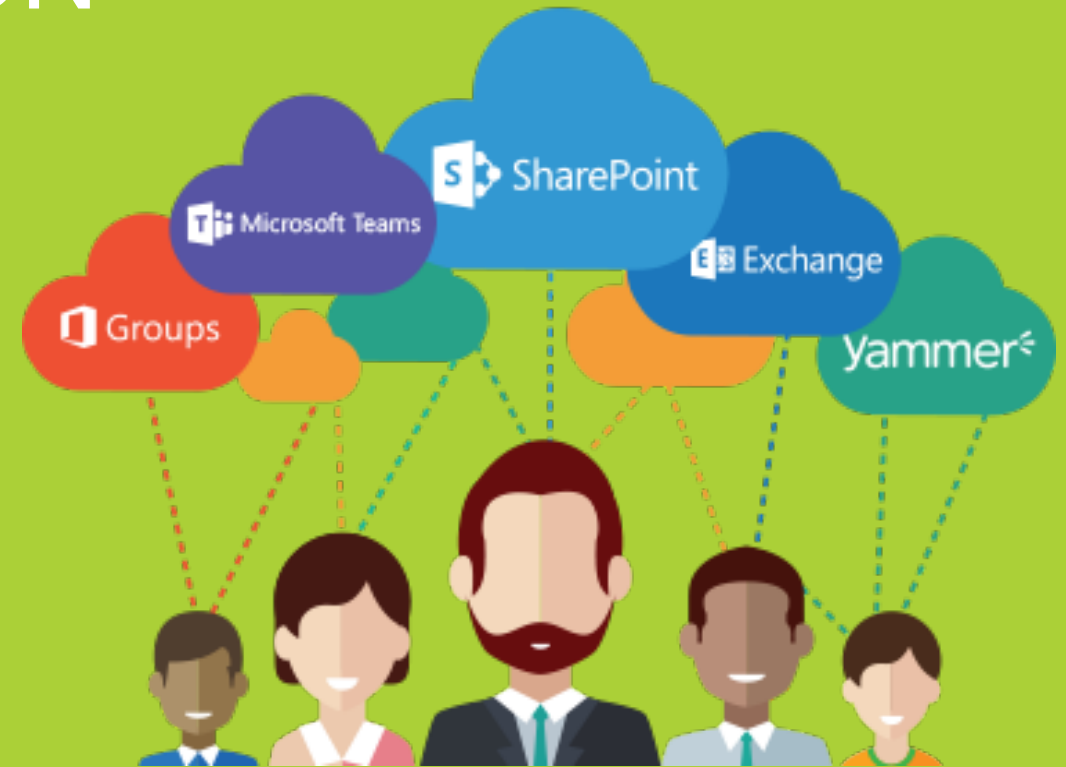
To get there, together

ELS DE STERCCKE

# Change Management for successful user adoption




# USER ADOPTION



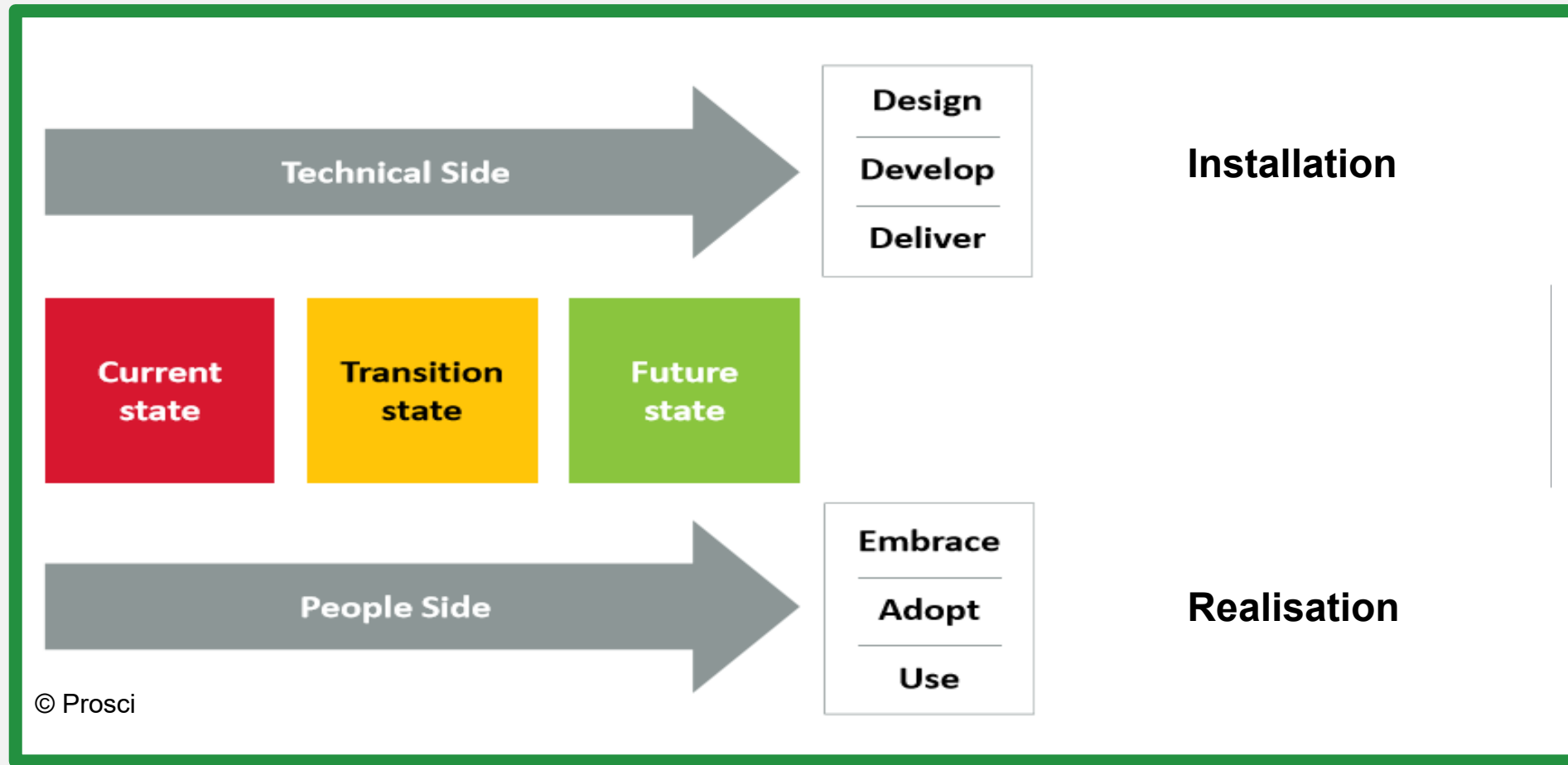
WHICH PORTION OF YOUR BENEFIT  
DEPENDS ON ADOPTION AND USAGE?

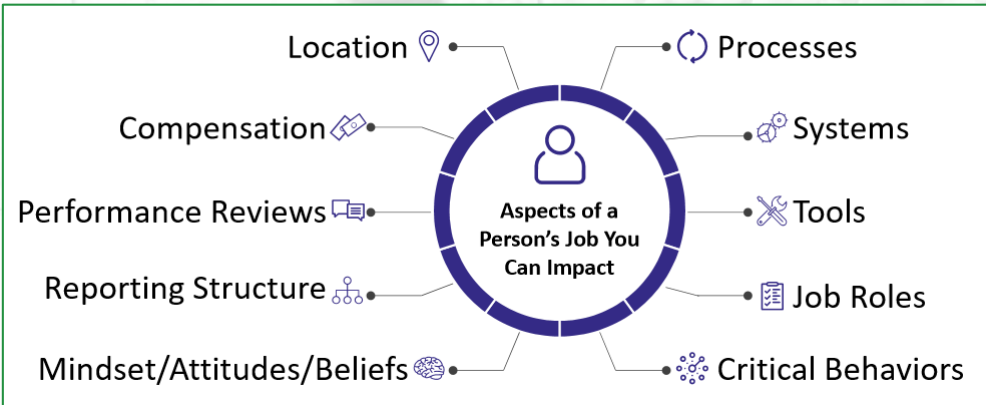
## **PROJECT BENEFITS**

WHAT PERCENTAGE OF THE BENEFIT  
WILL YOU GET IF NO ONE CHANGES HOW  
THEY DO THEIR JOB?



# SUCCESSFUL CHANGE

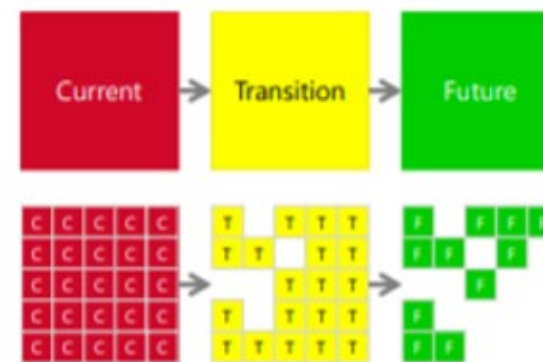


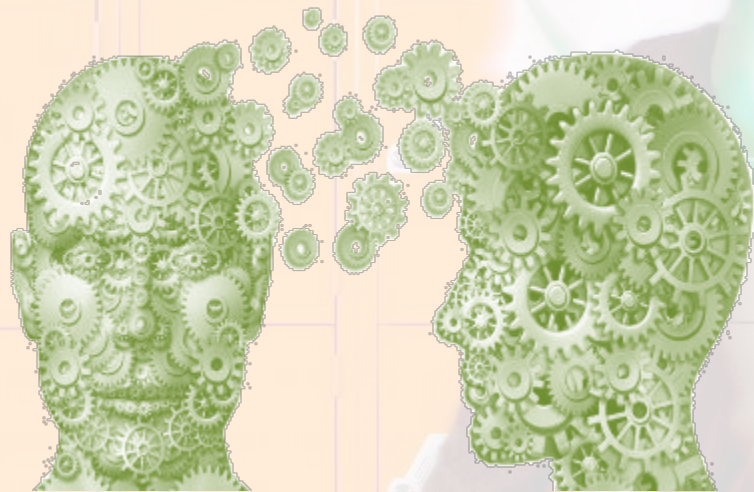


## ***Organizations don't change; individuals do...***

The achievements of an organization are the results of the combined effort of each individual.

Vince Lombardi






**A**WARENESS

**D**ESIRE

**K**NOWLEDGE

**A**BILITY

**R**EINFORCEMENT



CHANGE MANAGEMENT is a discipline and enabling framework to manage the **people side** of change for the change to happen **faster**, more **successful** and remain **permanent**.



70

% projects fail due to lack of User Adoption

(Forrester)

23

% agile projects with dedicated CM budget

(Prosci)

44

% agile projects have a project team for the transition

(Prosci)

Sponsorship 20

#1 reason for failure of projects

(Prosci)

% managers are effective at managing resistance

(Prosci)

70

% organizations do not prepare managers and supervisors with CM skills

(Prosci)

25

% agile projects have a formal CM plan

(Prosci)

94

% projects met objectives with excellent CM program

(Prosci)

HOW DO YOU KEEP USERS ENGAGED?  
WHAT CONCRETE STEPS SHOULD YOU  
TAKE?



# BUSINESS PRODUCTIVITY ROADMAP

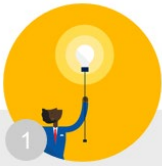


# BUSINESS PRODUCTIVITY ROADMAP



# SKYPE FOR BUSINESS CHANGE MANAGEMENT

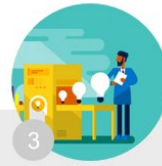
## Proven methodology



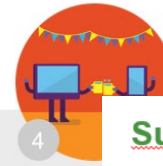
- 1 PREPARE & PLAN**
- Clear vision
  - Identify business scenario's



- 2 PILOT**
- Set priorities
  - Create Plan



- 3 EXECUTE**
- Winning Attention
  - Cultivating Basic Concepts
  - Enlivening applicability
  - Making it Real



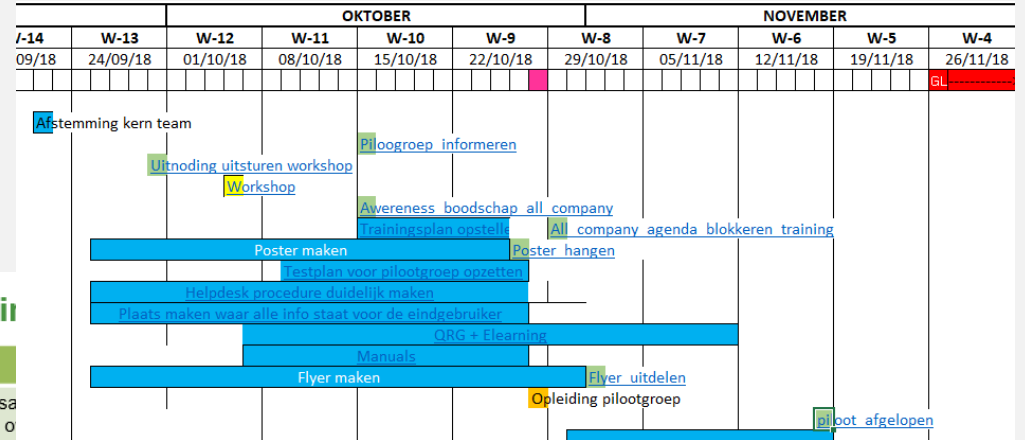
- 4 KEEP**
- Measure
  - Share Success
  - Repeat

## Success factors serve as stepping stones

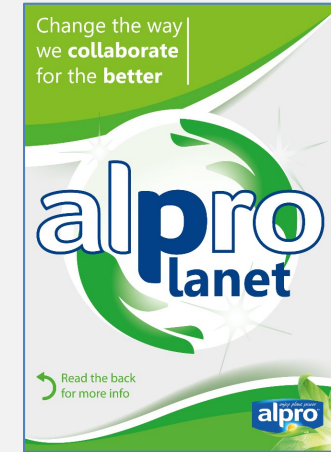
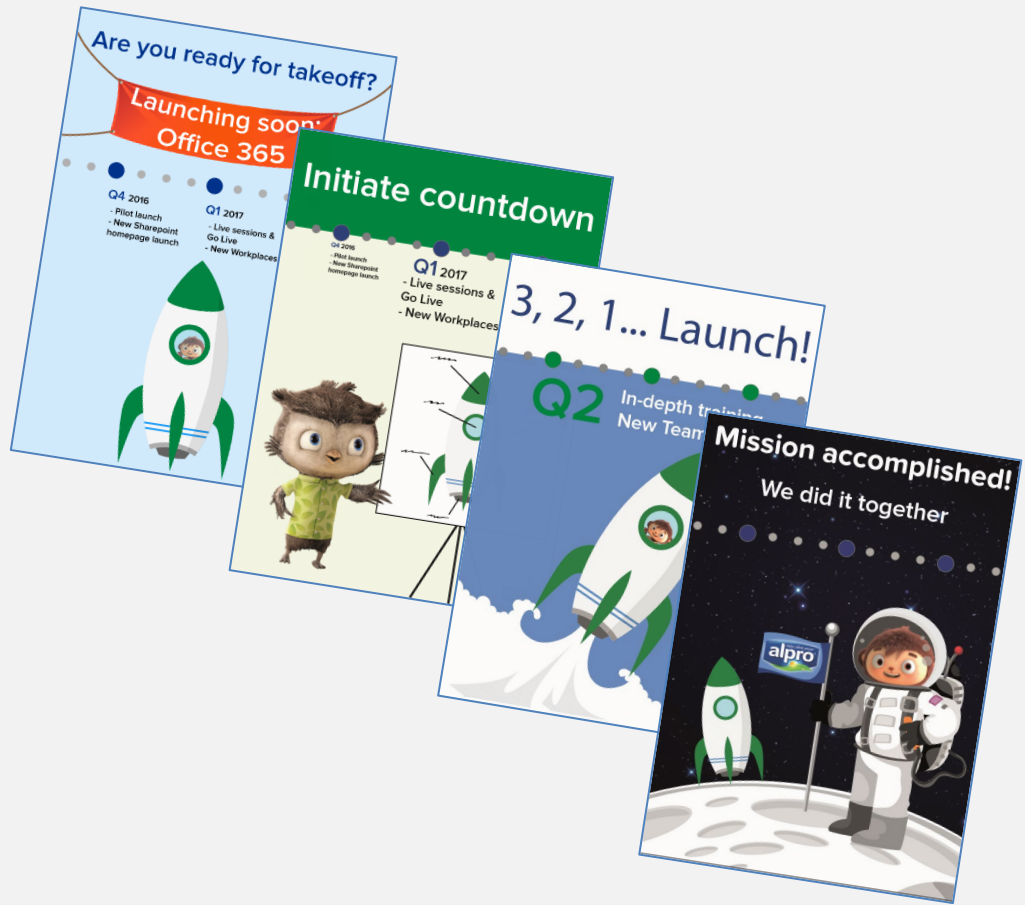
Factor	Description
The right executive sponsor	Lead stakeholder drive message adoption success; Influence on and engaged
Deployment plan	Defined roadmap, streamlined UC s
Dedicated/assignable	Focused roles and responsibilities

Week 1	Bepaal wie in het team zit	Verzamel	Stuur uitn	SMART goals related to usage and
	Bepaal gebruikers profielen	Plan work		End-user testing-scenarios, messag
	Bepaal device strategie	Verwerkir	Bespreek	

	Naar wie (belanghebbende)	Boodschap (inhoud)	Hoe (kanaal /manier)	Wanneer (welke fase, timing en frequentie)	wat ermee te bereik
1	Piloot groep	Breng deelnemers op de hoogte met volgende boodschappen: - op xxx schakelt het hele bedrijf over op we volledig over op Sfb + awareness boodschap (Why?) - Om in goede banen te leiden doen we piloot - We willen jou erbij - Geen paniek als je geen Software genius bent, we hebben iedereen nodig en gaan je begeleiden - jouw feedback gaat bepalen hoe we dit de rest van het bedrijf gaan brengen Wanneer training start xxx is kijkt een uitnodiging. De applicatie zal			- mensen op de hoog zijn geselecteerd om nemen - mensen op hun gen - verwachtingen duic - Voorkeuren betreff kennen



# ALPRO OFFICE365 POSTER & FLYER CAMPAIGN



## ADDED VALUE REALDOLMEN

- We assist you in developing your Change Management Strategy, build sponsorship, design campaign,...
  - Multilingual Prosci-certified Change managers
  - P-CSM
  - Wide experience in different businesses and projects
- We assist you in execution
  - Conduct workshops
  - E-Learning development
  - Demo's
  - Classroom Training
  - Copywriting
  - Proactive engagement
  - Analytics
  - ...



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[www.realdolmen.com/fr/strategic-ict/business-it-alignment/embedding-change](http://www.realdolmen.com/fr/strategic-ict/business-it-alignment/embedding-change)



STRATEGIC ICT ▾ TACTICAL ICT ▾ OPERATIONAL ICT ▾

Realdolmen > ICT stratégique > Embedding Change

Embedding Change

The Human Side of Transition

