

Keeping Change and Adoption real: The Workshop

Based on the successful ADKAR Podcast series from Office365Distilled, this workshop by Steve Dalby and Marijn Somers (MVP) looks at the practical sides of Adoption and Change. It looks at ADKAR based practical methods of identifying the scope and depth of the change and identifying your Change Board and Management Team.

Taking this course will not only give you a new knowledge level of Adoption in your organisation but also take it to the practical level through a series of tools you can instantly use to judge the change and governance best suited to increase value of your applications. Most sessions feature interactive On-conference session to improve the takeaway value by collaborating with other members of the workshop and developing your own group ideas

Workshop Outline:

Module 1: ROI for the Adoption and Change process (30 minutes)

Value is key for any investment and the Adoption and Change process is no different to enabling a service like MS Teams, workflows and Applications and expecting benefits to be delivered to the end-users.

Module 2: Choose the right Change model for your organisation (30 Minutes + 15 Minutes Interactive)

Rolling out Applications, workflows and collaboration tools feels akin to the PROSCI model to drive change through your business. During this module, you will learn about the alternatives and why ADKAR is the all-round alternative

Module 3: Planning to evolve and not just deliver (45 Minutes)

To evolve requires consistent measurement of the results based on the target defined by the Adoption and Change process. We look at simple ways to measure success and deliver to the business alongside the ADKAR 'Ability' model to envision the success criteria that ensures success in your Plan to Evolve <https://www.seisteve.rocks/plantoevolve> .

Module 4: ADKAR – Awareness of the change (20 Minutes + 30 Minutes interactive)

Awareness is the key attribute of any change plan setting up the future. We will look at a number of practical methods and examples of how to ensure Awareness is communicated with minimal risk. We consider how to measure awareness and define the stories which enable the following stages of Desire (<https://www.office365distilled.com/82>)

Module 5: ADKAR – Desire to do it differently (30 Minutes + 30 Minutes Interactive)

If you define the correct messages in the Awareness stage you are halfway to defining the stories that will drive the desire across your audience. We will look at the Digital Affinity of the user base and define the value driven by the personae across your business and practical methods to set expectations for the change and delivery of the project. (<https://www.office365distilled.com/83>)

Module 6: ADKAR – Knowledge is a powerful thing (20 Minutes + 30 Minutes Interactive)

Knowledge as training is discussed in a way that ensures people are ready for the change, what they need to do and prepare for. It is easy to describe knowledge as training, but you need to bring in the desire to want to learn. After making users enthusiastic for change then a holistic learning program

shows the organisation's commitment to supporting the change.

(<https://www.office365distilled.com/84>)

Module 7: ADKAR – Ability to reach great heights (20 Minutes + 30 Minutes Interactive)

The most important of the five stages of ADKAR. Having the ability to change or do something is about proving yourself. Knowing something and delivering something is different. In a setting such as Adoption and Change management, the proof is in the delivery. Where the Individual has the Awareness, Desire and knowledge but now prove their Ability through delivery. Demonstrating the 'Ability to Change' is the Definition of Done for the change process

(<https://www.office365distilled.com/85>)

Module 8 ADKAR – Reinforcing the foundation for change (20 Minutes + 30 Minutes Interactive)

It takes 21 days to drive change and 90 days to change, in fact modern research says it can take 60 days to change a 'way of working' and develop a new habit. Bottom line is that people who have learned and delivered change can easily revert to the old way of working. We get very practical and discuss a number of methods (including bribery) to reinforce the change and help people NOT revert back to a previous way of doing. (<https://www.office365distilled.com/86>)

Module 9 – Failure does not exist

Closing out the day we collect all the interactive ideas and create a 'failure does not exist' wall confirming that as a collective we can drive Change management to a point of managing the risks of failure. Everyone attending will get High-Definition images of the wall sent after the workshop.