

Adoption and Change Management Services

**“Join the Hybrid Working
Movement”**

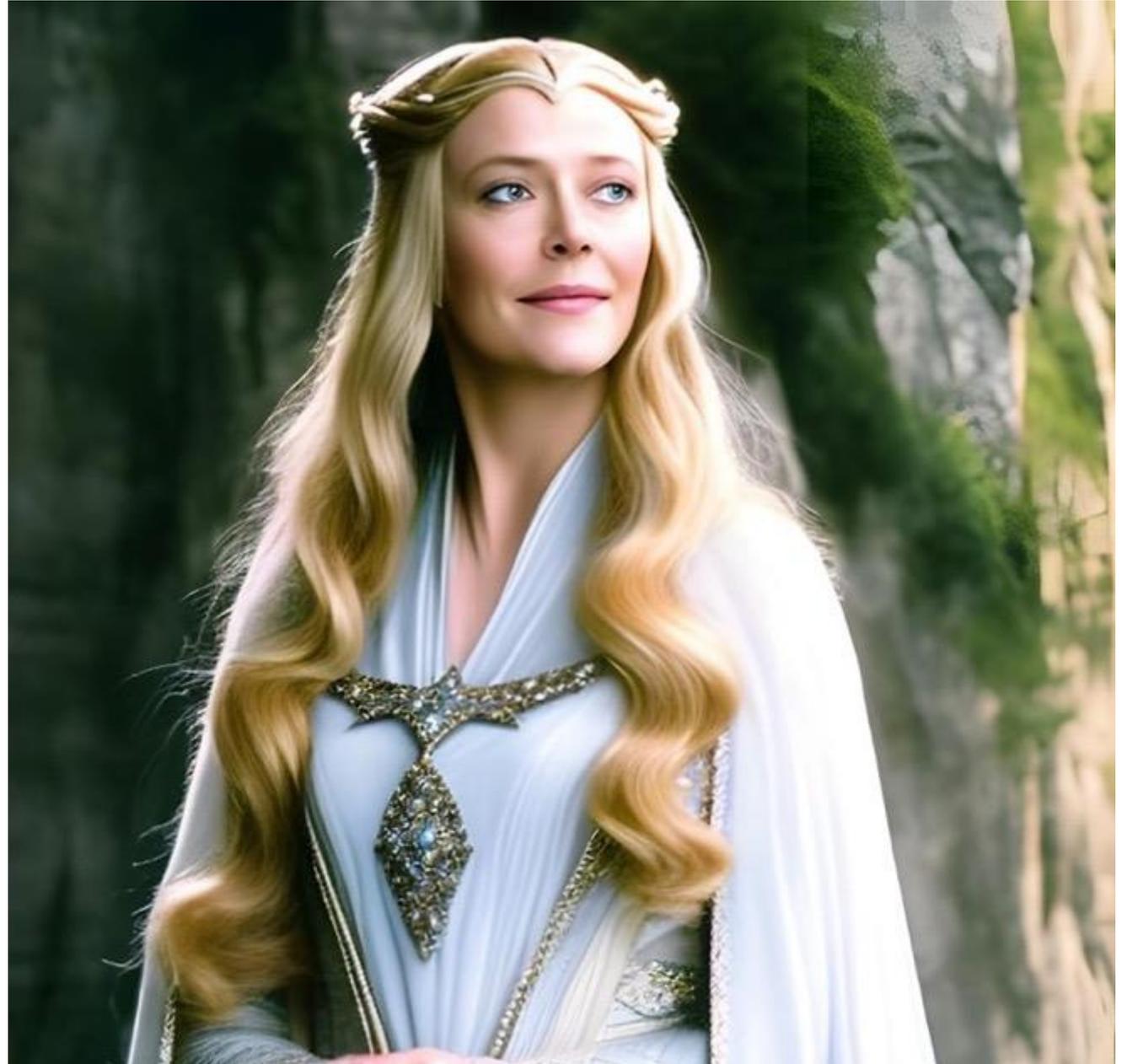


Environment Analysis



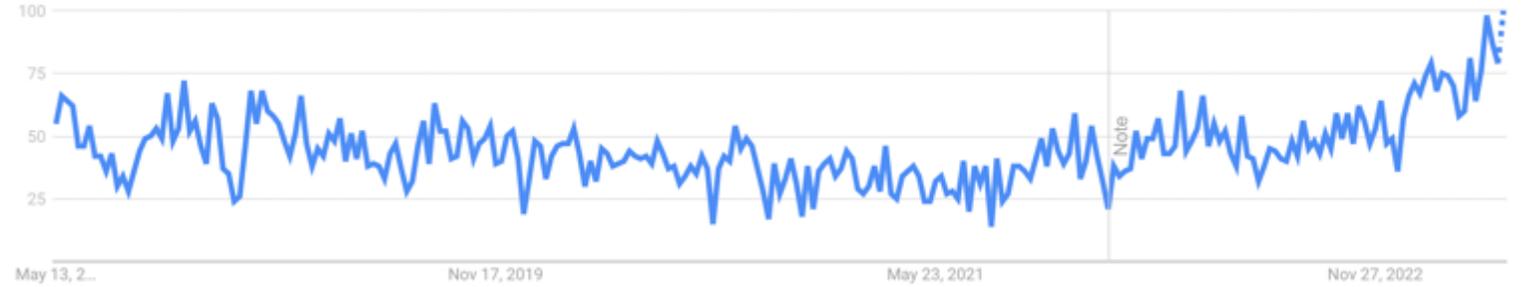
“The world has changed.
I see it in the water.
I feel it in the Earth.
I smell it in the air.”

Galadriel Epilog - LOTR

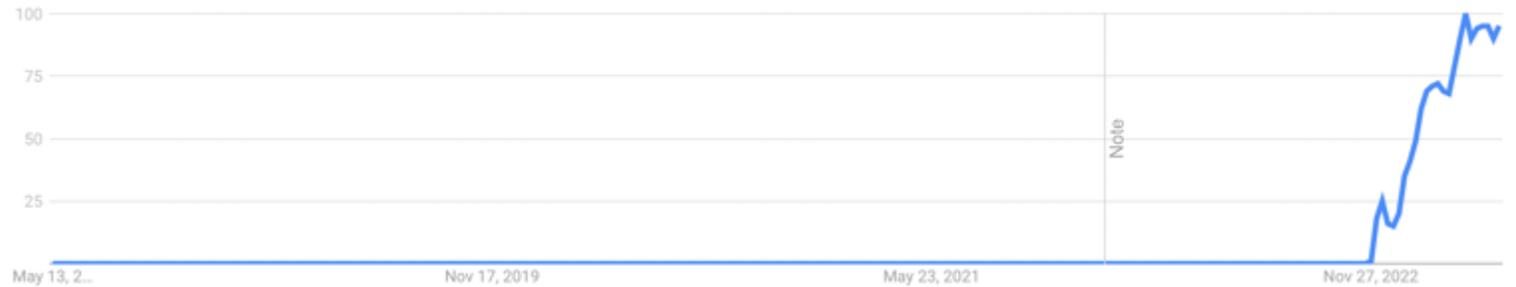


Technology is driving change

Artificial Intelligence



Chat GPT



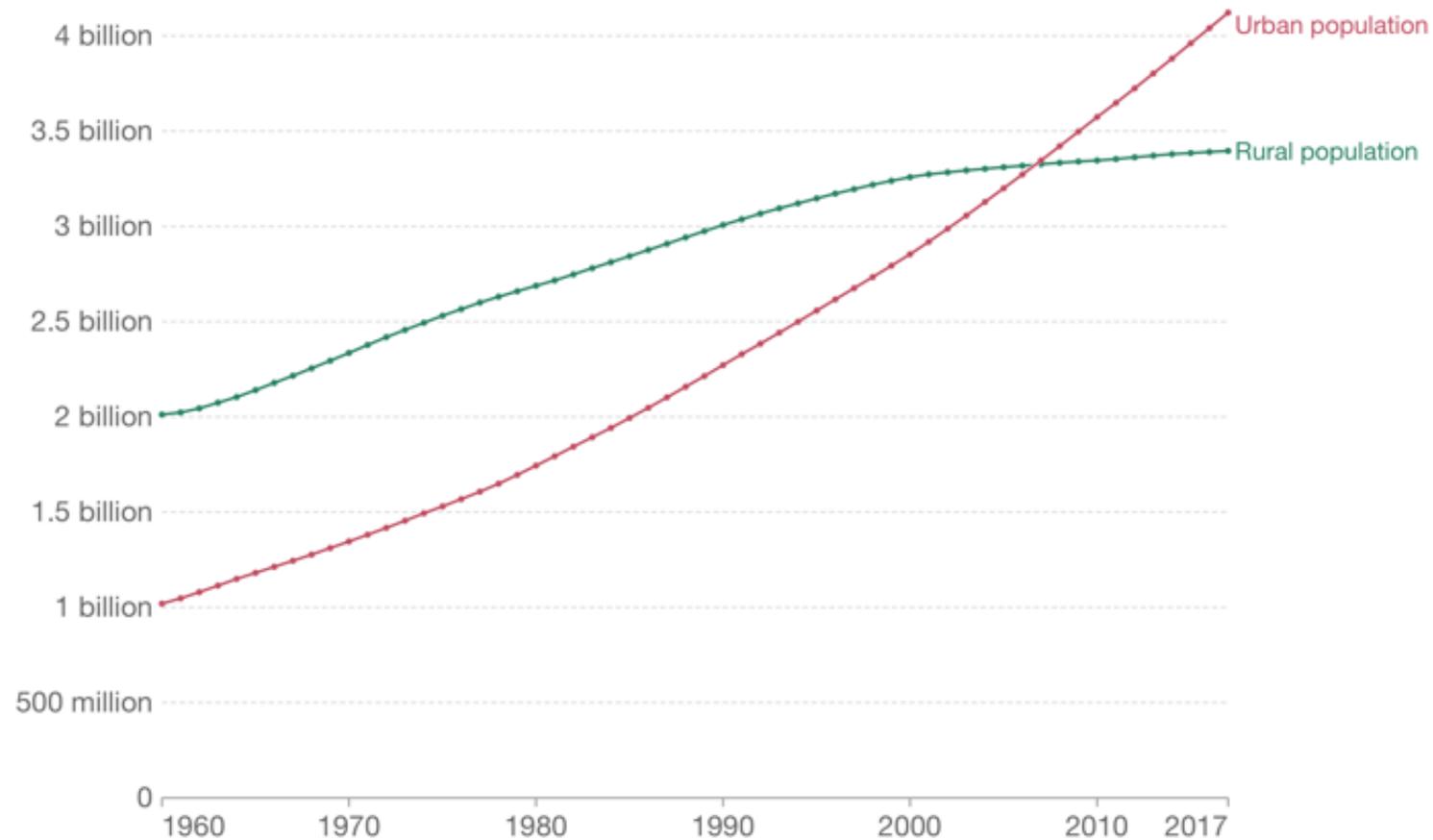
Change Management



Demographics is also shifting

Number of people living in urban and rural areas, World

Our World
in Data

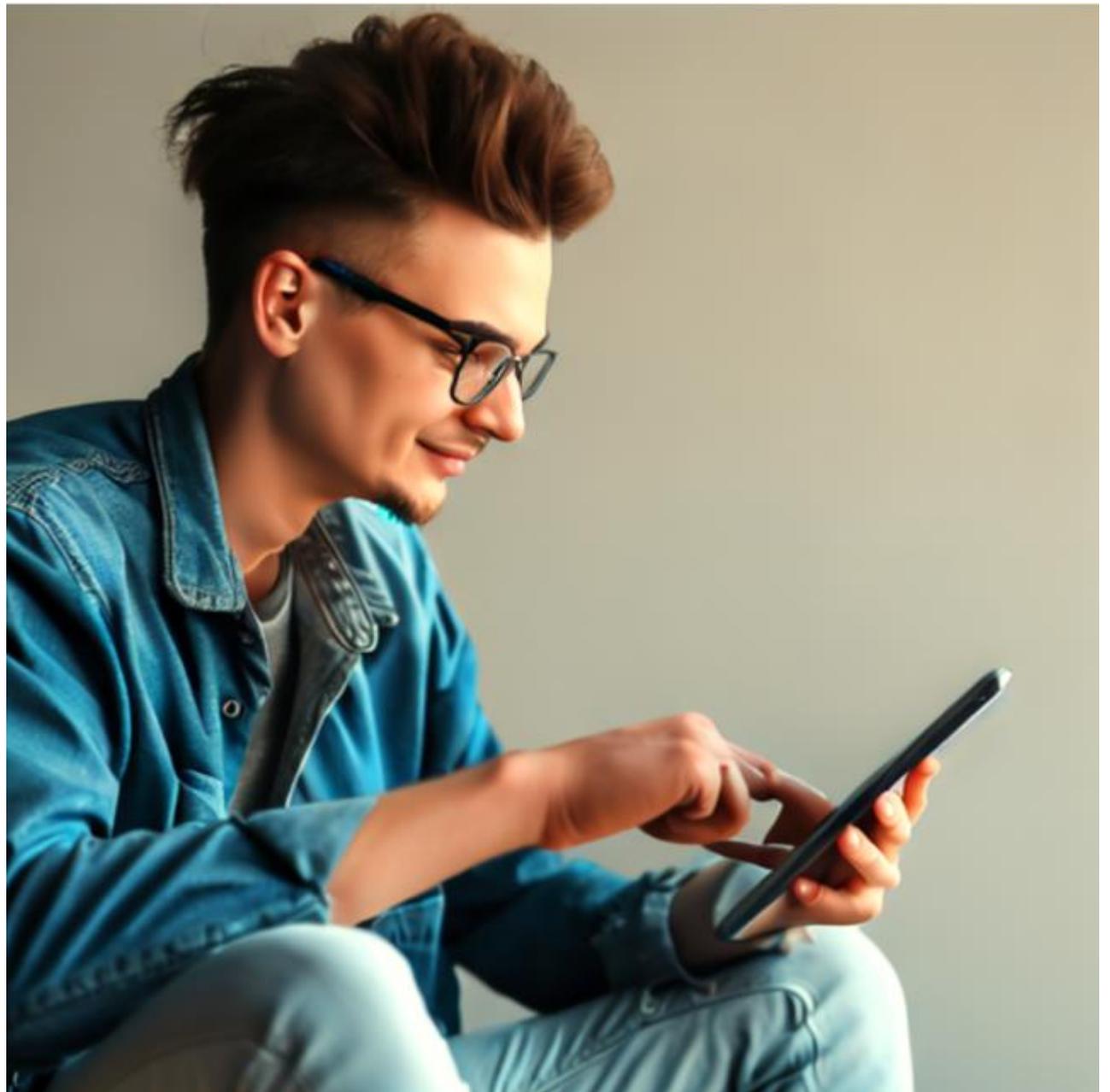


Source: World Bank based on data from the UN Population Division

OurWorldInData.org/urbanization • CC BY

Note: Urban populations are defined based on the definition of urban areas by national statistical offices.

Born between 1997 and 2012, Generation Z – or Gen Z – currently make up 30 percent of the world's population and are expected to account for 27 percent of the workforce by 2025 ¹⁾



1) Source: [WeForum](#)

Digital overlaid is climbing ¹⁾

148%

Meetings

Weekly meeting time has more than doubled

40.6B

Email

Increase in # of emails between Feb. 2020 - 21

45%

Chat

Increase in weekly Teams chat per person

66%

Docs

YoY increase in # of people working on Office documents



1) Source: "The Next Great Disruption is Hybrid Work – Are We Ready?", Microsoft Work Trend Index Report

Hybrid work is inevitable ¹⁾

66%

Of leaders saying their company is redesigning office space for hybrid work

73%

Of employees want flexible remote work options to stay

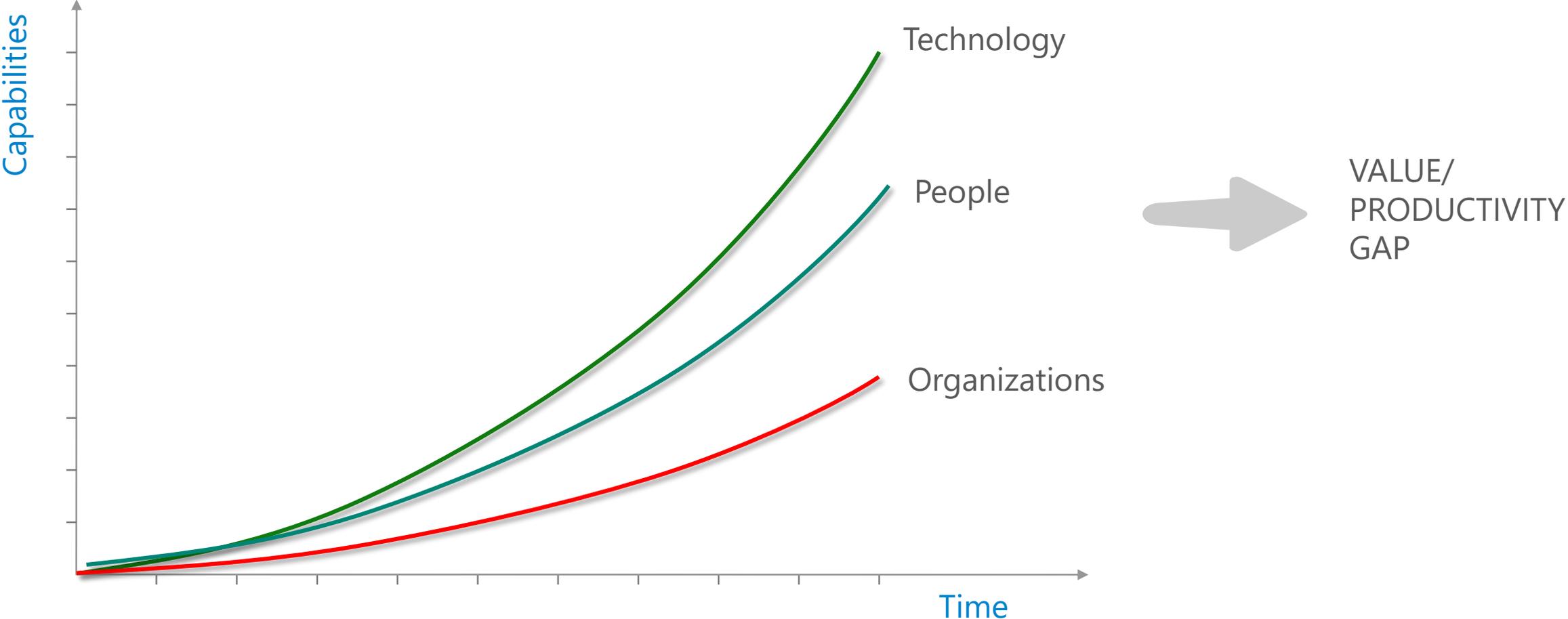
67%

Of employees want more in-person work or collaboration in post-pandemic



1) Source: "The Next Great Disruption is Hybrid Work – Are We Ready?", Microsoft Work Trend Index Report

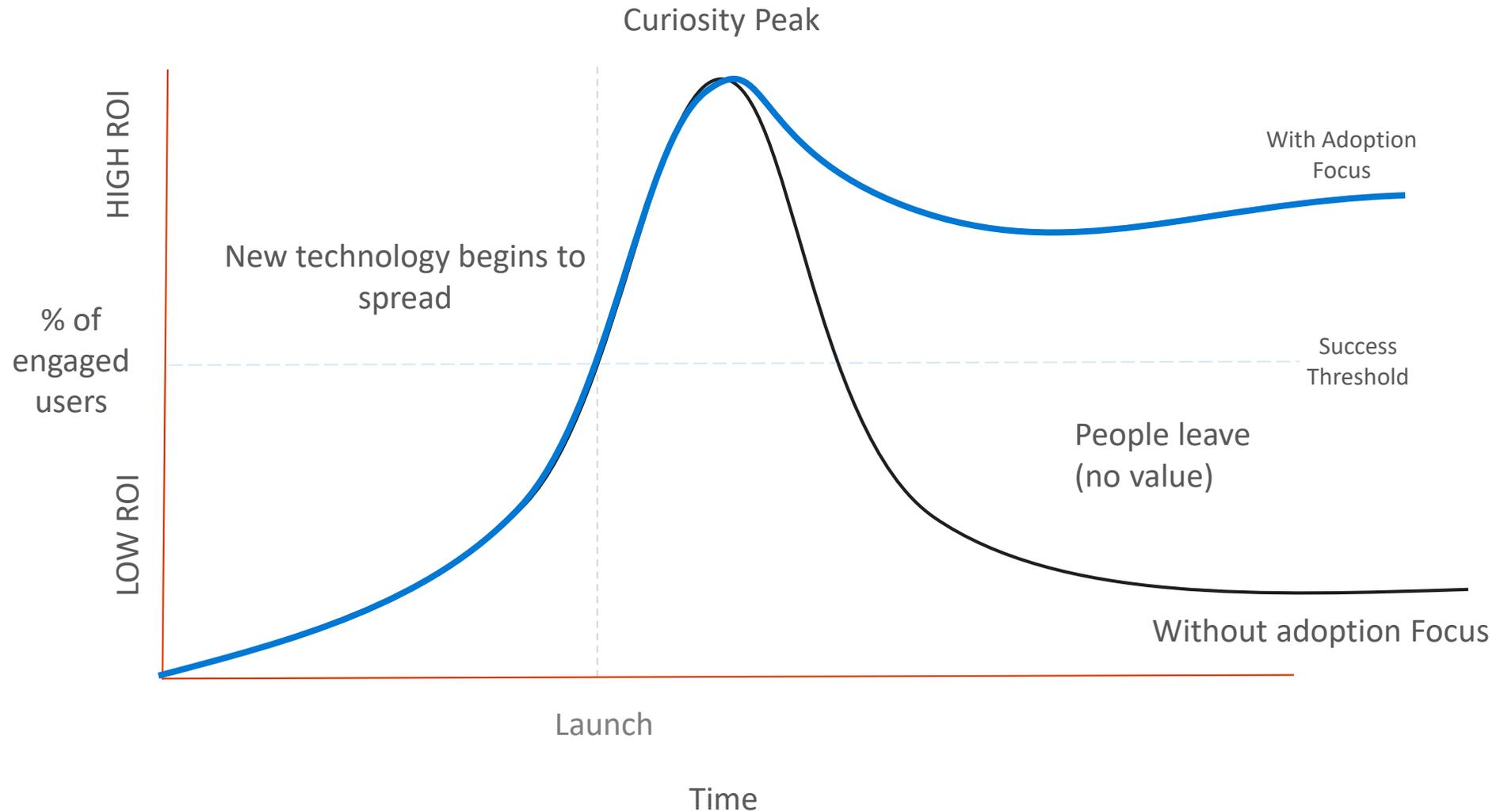
Pace difference in capability development creates the “Value Gap”



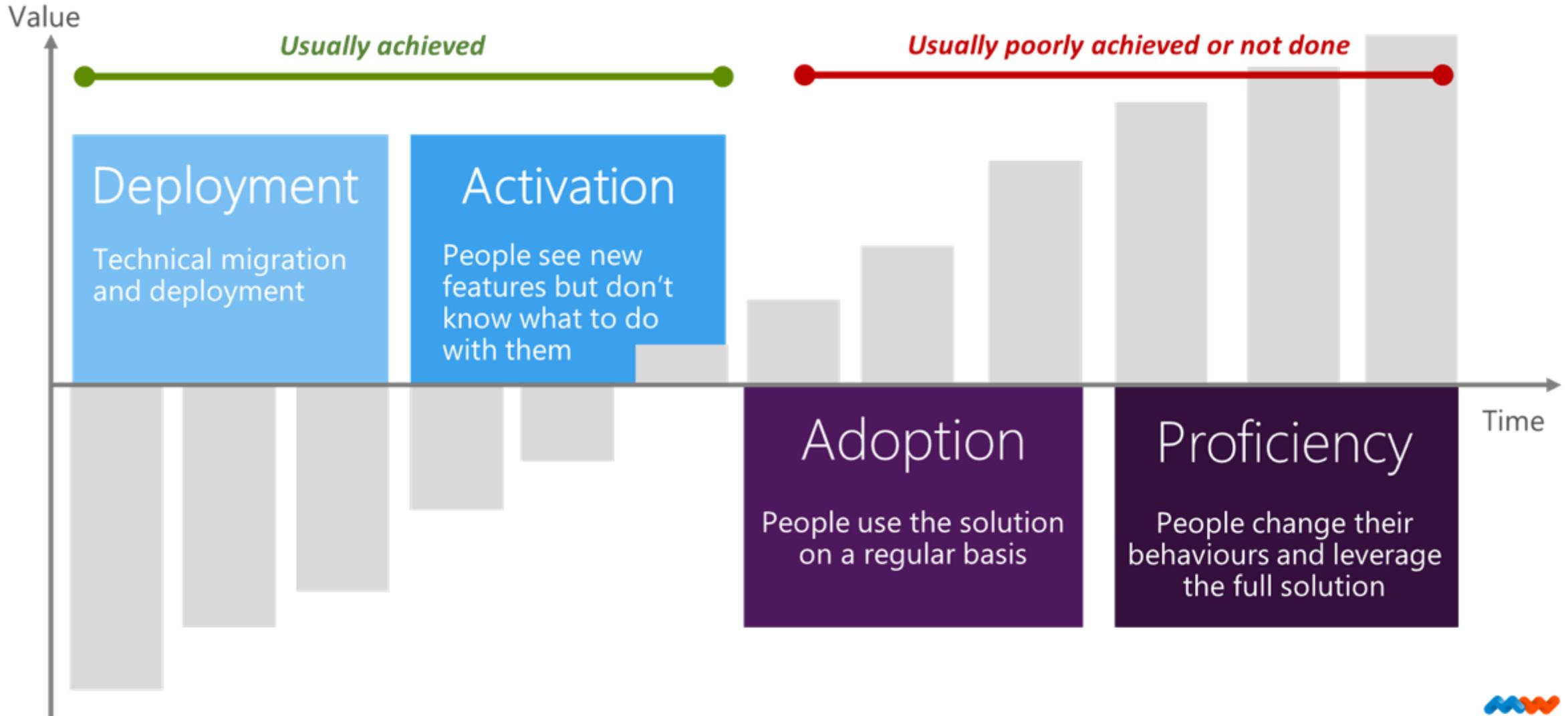
Adoption and Change Management Services



Why ? - User Adoption Matters



Why ? - Value realization via Adoption & Proficiency



How ? - Our Holistic Success Framework



ALIGNMENT ACROSS PILLARS IS THE KEY TO SUCCESS

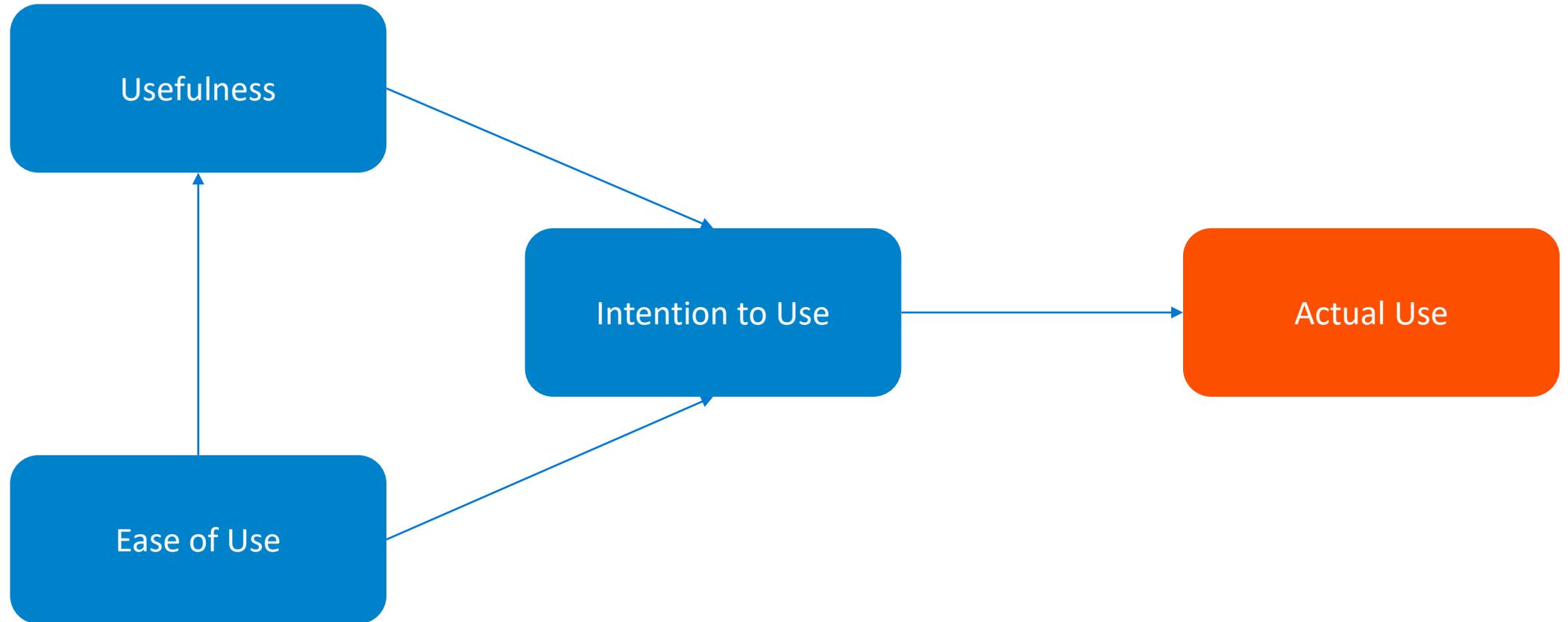
How ? - High Level Adoption Activities - ADKAR[®]

User's Journey

ACTIVITIES	AWARENESS	DESIRE	KNOWLEDGE	ABILITY	REINFORCEMENT
SPONSORSHIP	Orange	Orange	Light Gray	Light Gray	Light Gray
CHAMPIONS & EARLY ADOPTERS	Orange	Orange	Orange	Orange	Orange
BUSINESS SCENARIOS/ USE CASES	Light Gray	Orange	Orange	Orange	Light Gray
COMMUNICATION	Orange	Orange	Orange	Orange	Orange
TRAINING	Light Gray	Light Gray	Orange	Orange	Light Gray
GOVERNANCE	Light Gray	Light Gray	Light Gray	Light Gray	Orange

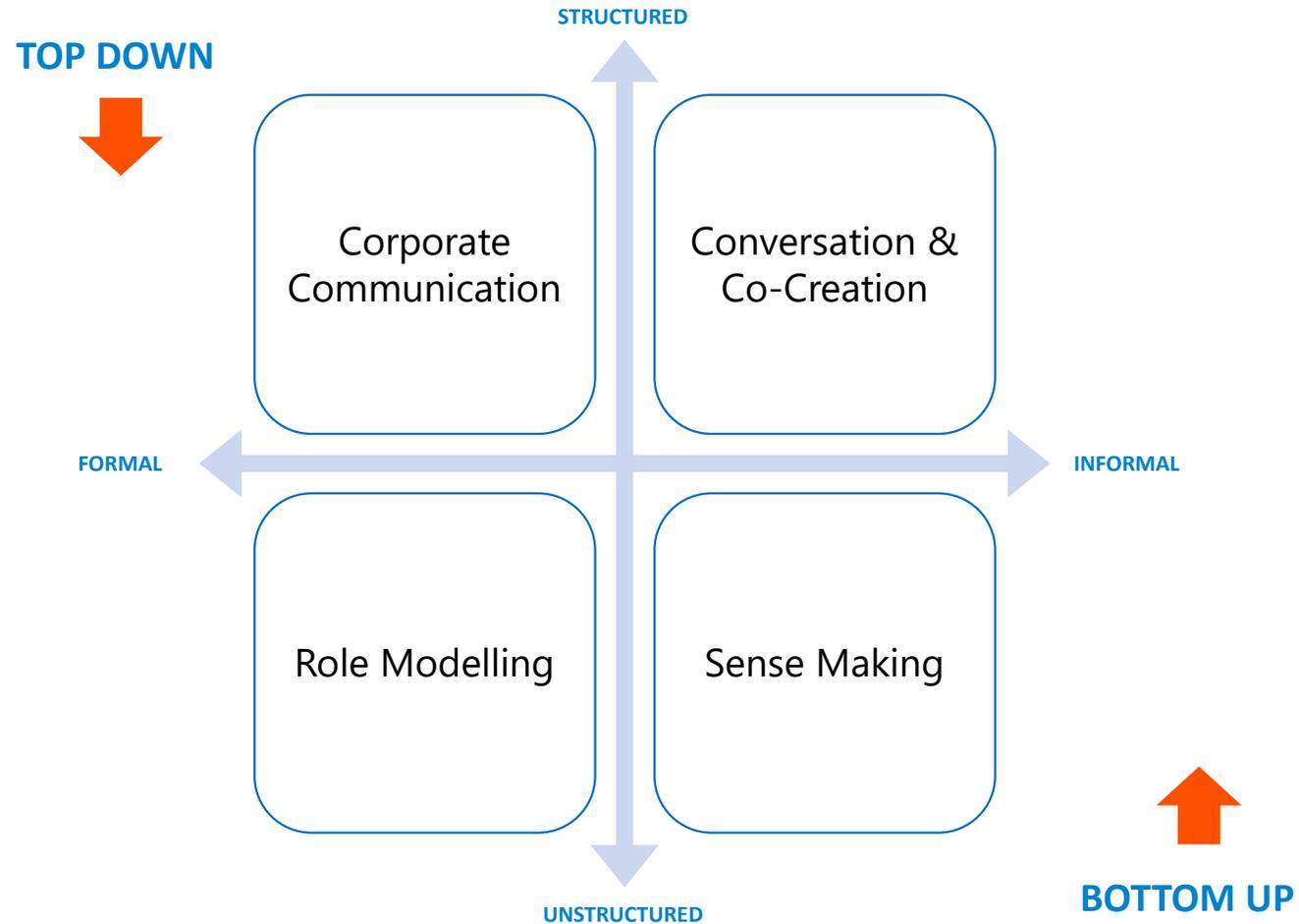
1) Source: PROSCI

How ? - Pillars of Technology Acceptance ¹⁾



1) Source: Technology Acceptance Model

How ? - A Two-Way Change Model ¹⁾



1) Source: Innovisor

Importance of Champions & Early Adopters

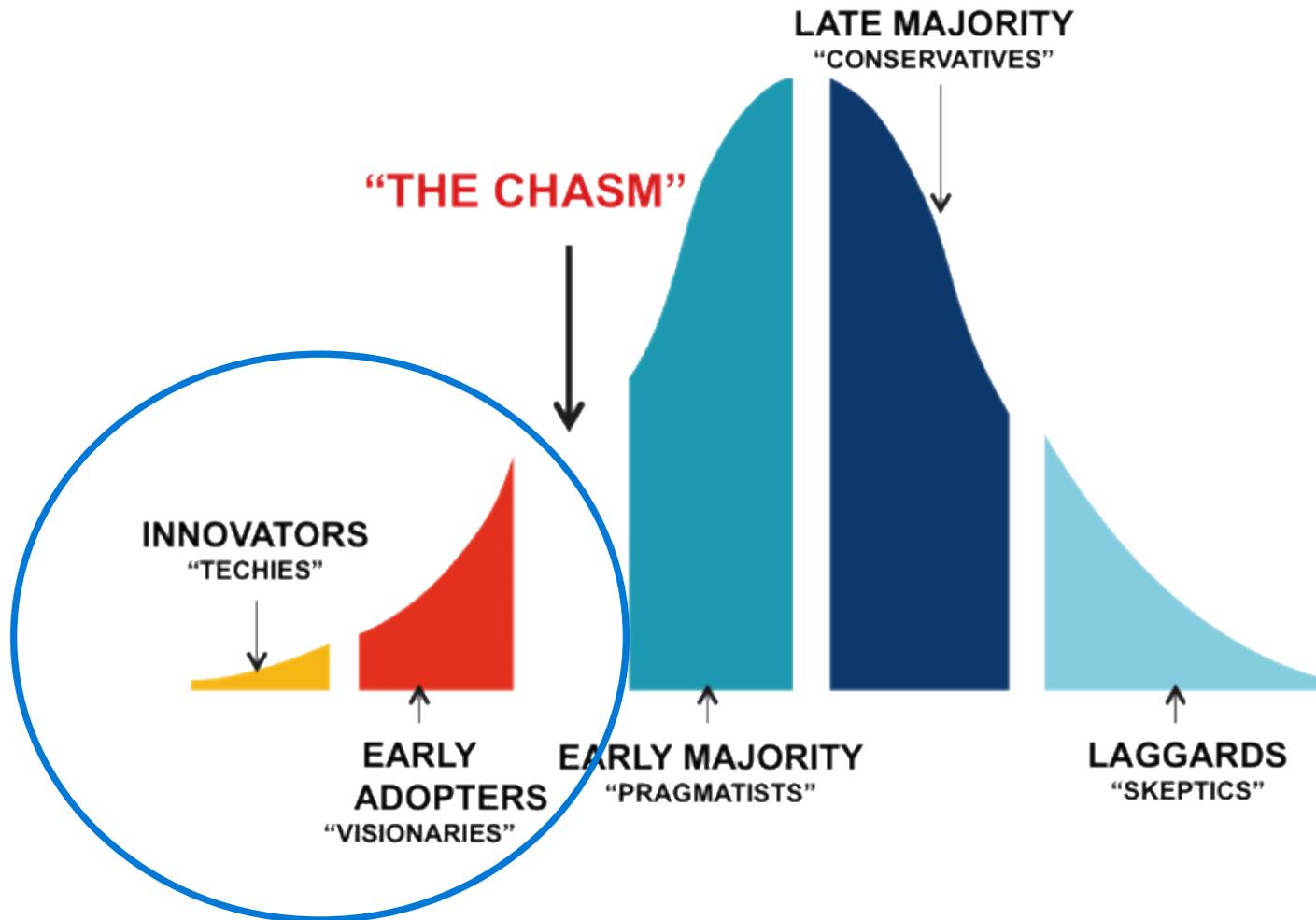
- 1) Trust & Influence is shifting from authorities to peers ¹⁾
- 2) The right 3% of the employees can (key influencers/ champions) can reach 85% of the organization ²⁾



1) Source: Edelman Trust Barometer

2) Source: Innovisor

Importance of Champions & Early Adopters



What ? - Our Value Proposition



Decrease ...

Project success risk

Onboarding time to new technology

Employee turnover



Increase ...

Active usage (#of users)

Usage depth (#of features)

Business value/ ROI

Employee Engagement

Productivity

What ? - Our Services

Teams, Viva, OneDrive, Sharepoint, Yammer, Office 365

Assessment

- Organization readiness/ attributes
- Change characteristics
- Change impact
- Sponsorship & Stakeholders
- ADKAR[®] Analysis
- ROI Analysis

Design

- Vision & Mantra
- Use cases & scenario
- Communication & Training
- Governance
- Resistance management
- Champions Program
- Gamification
- Pilot/ POC planning

Execution

- Project management
- Adoption coaching & advisory
- Hybrid work training
- Community management training¹⁾
- Viva habit motion²⁾
- Adoption bot
- O365 challenge App

1) For Viva Engage/ Yammer

2) For Viva Insights

What ? Sample Scope of Work ¹⁾

WORKSTREAM	WORK PACKAGE NAME	MAIN ACTIVITIES	OUTPUTS
ACM Consultancy & Support	1. Vision Development	1.1 Workshops to develop the Vision for digital workplace 1.2 Get the approval for the vision	• Vision Statement
ACM Consultancy & Support	2. Stakeholder Management	2.1 Workshops to define key stakeholders 2.2 Identify and enable sponsors	• Stakeholder Map
ACM Consultancy & Support	3. Use Cases & Scenarios	3.1 Propose predefined sample use cases 3.2 Discover & develop additional use cases 3.3 Workshops to define user personas & scenarios to utilize selected technologies 3.4 Plan & roll out use cases	• Use case & scenario List
ACM Consultancy & Support	4. Communications ²⁾	4.1 Propose predefined communication tactics 4.2 Develop the launch & communication plan based on existing channels 4.3 Develop the communication contents and key messages	• Communication Plan • Communication materials
ACM Consultancy & Support	5. Training ³⁾	5.1 Develop the training plan & materials 5.2 Execute & facilitate trainings	• Training Plan • Training materials
ACM Consultancy & Support	6. Success Metrics & Governance Planning	6.1 Develop Governance Plan including steer co structure, usage policy & guidelines 6.2 Define Success Metrics & Measurement Plan 6.3 Facilitate the Steer Co	• Governance Plan • Success metrics
ACM Consultancy & Support	7. Champions Program	7.1 Develop the Champions program structure 7.2 Define & Recruit champions 7.3 Train & enable champions 7.4 Develop & manage the champions community	• Champions program • Champions Community
ACM Consultancy & Support	8. Project Management	8.1 Develop the overall adoption project plan 8.2 Define the project team & rhythm 8.3 Define Rollout strategy 8.4 Execute & follow up activities	• Project Plan
ACM Apps	9. Gamification & Bot	9.1 Develop the gamification strategy 9.2 Execute & manage the gamification program 9.3 Deploy Adoption Bot	• Gamification Program & App • Adoption Bot

- 1) Project activities will be handled online
- 2) Development of communication materials (posters, graphical designs, ...etc. is out of scope
- 3) Max 4 online training session is included in the scope
- 4) Infrastructure and licenses for the Apps will be provided by the customer

Adoption and Change Management Apps





Teams Adoption

With Apps & Gamification



Why Microsoft 365 Challenge ?



All interaction
in Microsoft Teams

If the goal is to adopt Microsoft 365 products, why use old-fashioned communication like e-mail? Use Teams for activities and next-gen training management.



Brings fun and easy
learning approach

Want all users to learn and use Microsoft 365 tools? Instead of investing a tremendous amount of time in training; leverage activities and simple tasks to make learning fun and easy



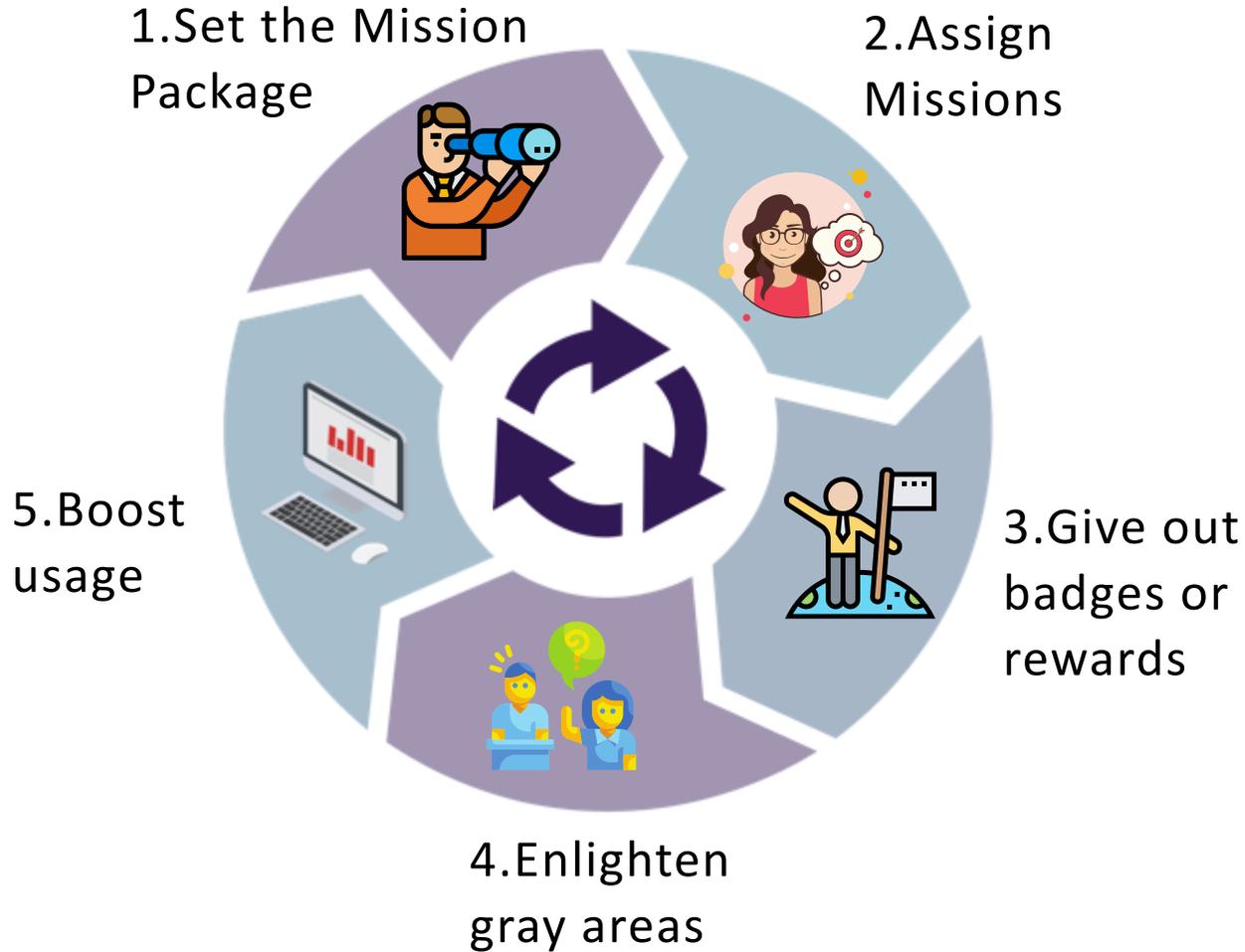
Attractive adoption
with gamification

Let the users feel the motion in Microsoft Teams. Invite them to become a part of this journey. Spice up the learning process and attract all the target groups.

Microsoft 365 Challenge

All you need is to decide which mission packages meet your needs?

How does it work?



Mission Packages



Teams – Meetings



Teams – Chat



Teams – Files, Apps, Online Collaboration



OneDrive + Sharepoint



OneNote + Planner



Technology Behind Microsoft 365 Challenge

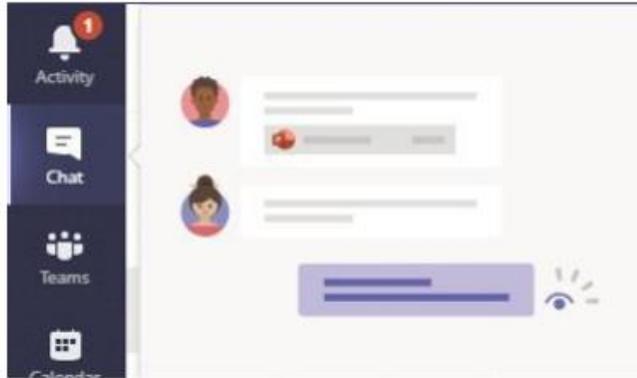


- 01 Teams Communicator, as the main communication tool
- 02 Gamification Application
- 03 Microsoft Forms + Power Automate for activities

Applications - Microsoft 365 Communicator

MindWorks Communicator 4:22 PM

Want to know if your message has been seen? Use read receipts!

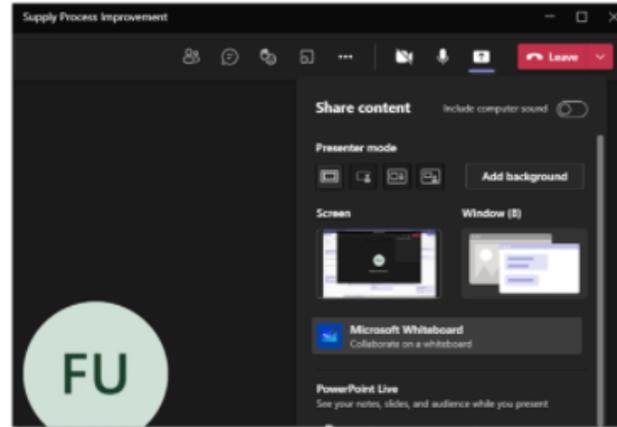


Want to know if people have read or seen messages you've sent? Use read receipts. When they read your message the "Seen" confirmation appears next to it. Otherwise, you'll just see a confirmation that your message was sent. This function only works for chat messages.

[Click to learn more on read receipts](#)

MindWorks Communicator 4:34 PM

Task 9: Share a video with audio during a presentation



Have you ever been unable to deliver the audio of the video you shared during a Teams meeting? This task is for you! Your task: Include computer sound when sharing screens during a Teams meeting. If this is your first time noticing this feature, you can share it with a friend. The code for this task: A9. Don't forget to submit your code in the Microsoft 365 Challenge application and collect points.

[You can find detailed information about this feature here!](#)

MindWorks Communicator 4:22 PM

Virtual Q&A Corner



Are you having trouble with Microsoft Teams? Do you have any questions while using Teams meeting features?

Virtual Q&A Corner is here for you. By choosing the relevant session from the list below, you can meet weekly with experts in your country and get online support by asking your questions.

Your IT Department

[Click here to join Virtual Q&A Corner](#)

Applications - Microsoft 365 Gamification

Microsoft 365 Challenge

[Home](#) [Admin Tool](#)

Collect your points

Enter code for the completed activity

Badges

- Rookie**
25
- Sophomore**
75
- Pro**
160

[View all rewards](#)

Your progress

58
Points to redeem

58
Total points earned

0
Rewards requested

0
Rewards claimed

[View full details](#)

Leaderboard

#	Name	Points	Activities
1	Jordi Santiago	2200	80
2	Saga Lindén	2010	92
3	Balveer Bhadiar	1990	78
4	Mkhuseli Malinga	1800	54
5	Stephanus Huggins	1750	66
6	Herse Hedman	1710	70
7	Ohasev Chidv	1650	81
32	Yogarasa Gandhi	1050	72

Last updated on Oca 26 23:01

Missions

Activity	Points	End date
6 Record & Share Teams Meeting <input type="button" value="New"/>	18	26 Oca 2022
5 Use Meet now function <input type="button" value="New"/>	17	26 Oca 2022
4 Try Background Effects <input type="button" value="New"/>	16	01 Haz 2022
3 Turn on Camera & Microphone <input type="button" value="New"/>	15	26 Oca 2022

Applications - Microsoft 365 Expert FAQ Bot

Microsoft 365 Expert Dün 22:33
Hi ! I'm your friendly Adoption Bot. You can ask me questions related to Office 365 and Teams, and I'll do my best to answer. If I can't help, I'll connect you to an expert.
You can ask questions like this:

- What is Teams and why use it?
- What does it mean to be @mentioned?
- How to start a private chat?

Bugün

00:37
file sharing

Microsoft 365 Expert 00:37
Each channel has a tab called "Files" . There you can [upload files in Teams](#) .
You can also share files in your channel's chat. These will then automatically be found in the channel's " Files " tab. Files shared in a private or group chat can be shared with the people in that conversation.
You can print, share, or collaborate on documents in real time without leaving the Teams platform.

22:38
Ask An Expert

Microsoft 365 Expert 22:38
Please enter a title for your request

22:38
Private channels

Microsoft 365 Expert 22:39
Please enter a description for your request

22:39
How can I create private channels in teams?

22:36
how do I organize live event?

Microsoft 365 Expert 22:36
To clarify, did you mean:

Who can create live events?

Who can participate in live events?

None of these

22:36
Who can create live events?

Microsoft 365 Expert 22:36
To create a live event, a person needs to have the following: A Microsoft/Office 365 Enterprise E3/A3, or E5/A5 license. (Your IT administrator can provide more information)
Then the following is required:

- Permission to create live events in the Microsoft Teams admin center.
- Permission to create live events in Microsoft Stream (for events produced using an external broadcast application or equipment).
- Full team membership in the organization (cannot be a guest or from another org).
- Private meeting scheduling, screensharing, and IP video sharing, turned on in Teams meeting policy.

More details can be found here: [Get started with Microsoft Teams live events](#)

22:37
what is onenote

Microsoft 365 Expert 22:37
Depending on which device you use, [there's a OneNote to fit your needs](#) .

- OneNote (formerly called "OneNote 2016") is a free desktop app and part of Office 2019 and Microsoft 365.
- OneNote for Windows 10 , is pre-installed on all editions of Windows 10, and can be downloaded for free in the [Microsoft Store](#)

Do you need additional help?

Yes

No

Adoption Strategy

TECHNOLOGY

Teams PVA Based Bot
Incentives App
Company Communicator App
Teams Meetings

Forms & Power Automate (opt)

ADOPTION APPROACH

Tips & Tricks Video or Document
Focus Group Training (L&D, HR, PM, IT)
New Features Newsletter/Meeting
Q&A Rooms

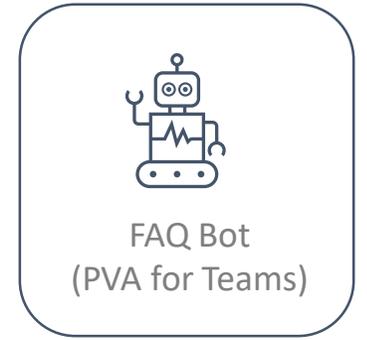
ADDED VALUE

Tailor made content & trainings for your customer.
Increase application & meetings usage
Our goal is to become a trusted advisor instead consultant.

PHASE I: TEAMS ADOPTION



Micro Learning
Videos



FAQ Bot
(PVA for Teams)



Tips & Tricks
Content,
Newsletter



Microsoft 365
Communicator



Live Q&A Rooms

PHASE II: BOOST USAGE



Microsoft 365
Challenge



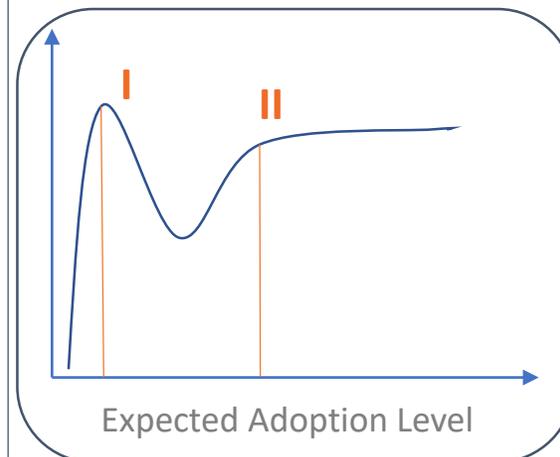
Focus Group
Trainings



Company Wide or
Champion Survey



New Features
Training



Viva Habit Motion



Viva Habit Motion Campaign Design & Execution

Viva Motion program focuses on key employee experience themes.

	Quick Wins	Mid Term Campaign	Long Term Campaign
Duration	4 weeks	8 weeks	6 months
Goal	Quick tips for employee wellbeing habits, ideal for attracting rapid attention to the topic.	Comprehensive tips for employee wellbeing habits, raising awareness on the topic with articles	Comprehensive tips for employee wellbeing habits, raising awareness on the topic with articles and sustainable employee experience with gamification, adoption and coaching
Assets	<ul style="list-style-type: none"> 4 weeks of Tips & Tricks content (1 for each week) 	<ul style="list-style-type: none"> 8 weeks of Tips & Tricks content (1 for each week) Related articles Related email templates 	<ul style="list-style-type: none"> 16 weeks of Tips & Tricks content (1 for each week) Articles Email templates Gamification app, plan and content
Track Adoption	✗	✓	✓

Why MindWorks ?



Why MindWorks ?

Experience on various change management/
adoption frameworks

Experience with various technology vendors and
solutions

Experienced consultants with global
certifications

“Best of both worlds” approach: Consultancy &
Apps





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