

6/8/2018

Change & Adoption @ Your Workplace

GREAT
PLACE
TO
WORK®

Best
Workplaces 2018

Belgium



Xylos

CHANGE

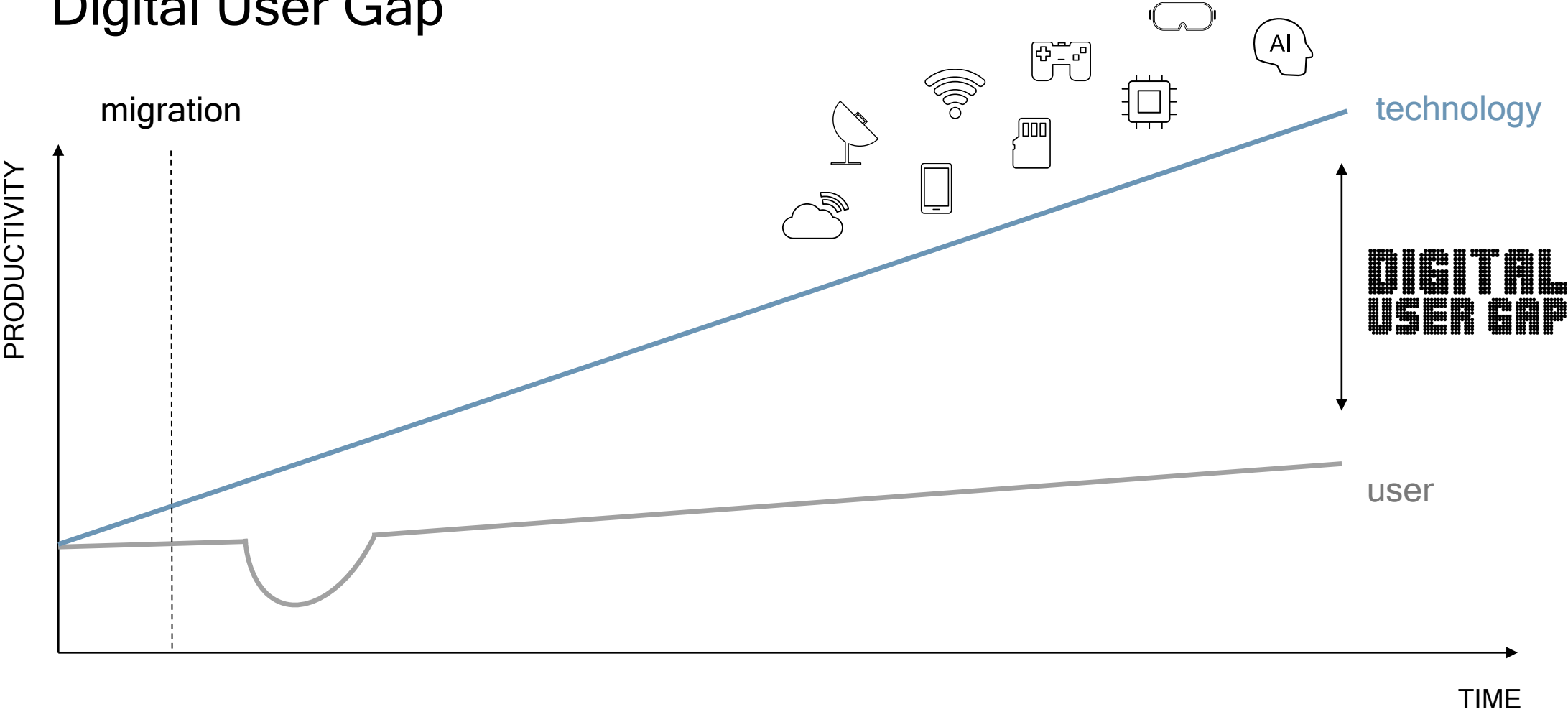
is GOOD



But it needs

SUPPORT

Digital User Gap



Take into account

Action plan & next steps

~~Standstill~~

Knowledge

~~Fear~~

Tools

~~Frustration~~

Personal benefit

~~Resistance~~

Vision

~~Confusion~~

But also ...

+ Mindset

+ Communication
+ Leadership

Action plan & next steps

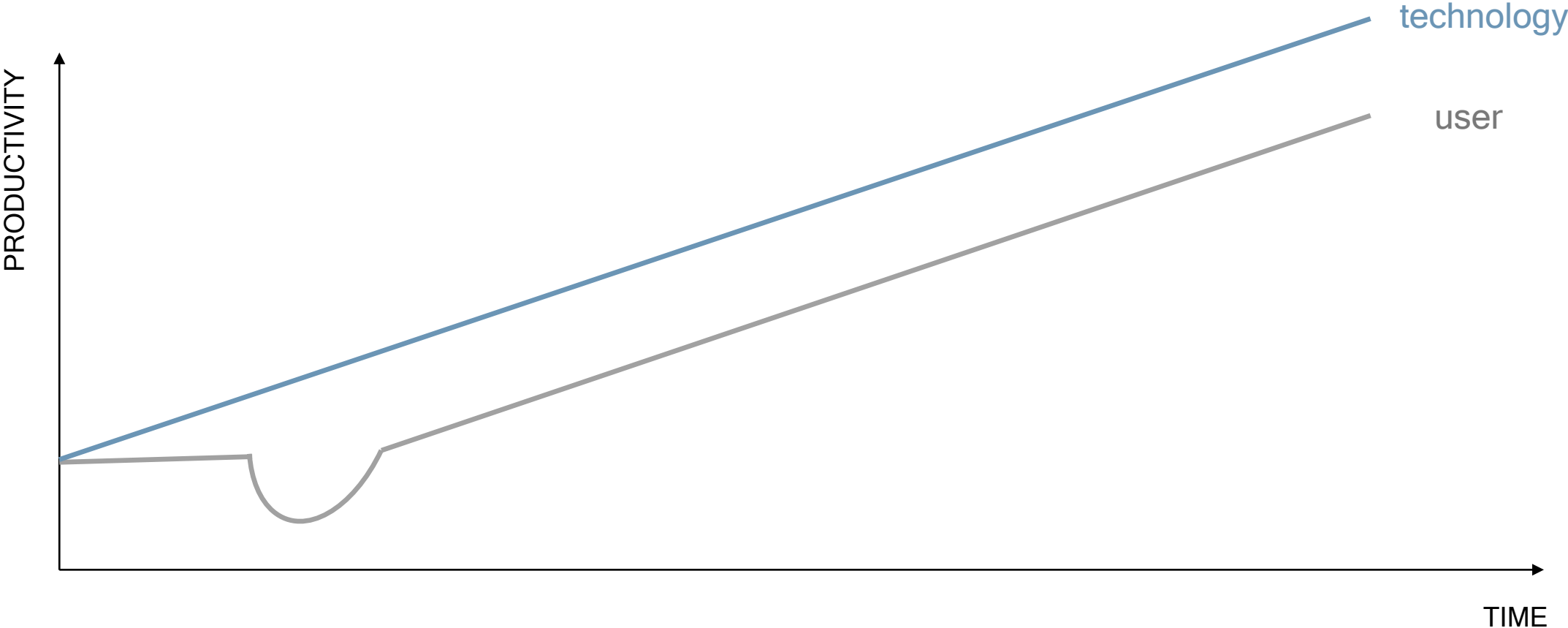
Knowledge

Tools

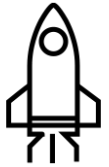
Personal benefit

Vision

Digital User Gap



Phased approach



ENVISION pre-launch

Define your vision, identify your users, use case and governance / Setup the environment and prepare the launch



ENABLE launch

Onboard your users on Office 365, help them work in a new way / Use pilot phase and measure the success



EMBRACE post launch

Continue boosting and driving user adoption. Iterate future improvements.

Phased approach

ENVISION WORKSHOPS

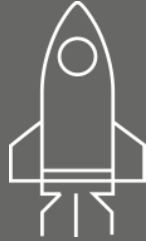
Pre Launch

- What are the goals and outcomes for the organization?
- Who are the key stakeholders that should be involved?
- Who are the end users?
- What are the needs of the different end users?
- Which adoption components will be most effective?
- How will the rollout be effectively communicated?

Phased approach

ENVISION WORKSHOPS

Pre Launch



VISION



AUDIENCE



USE CASES



COMMUNICATION

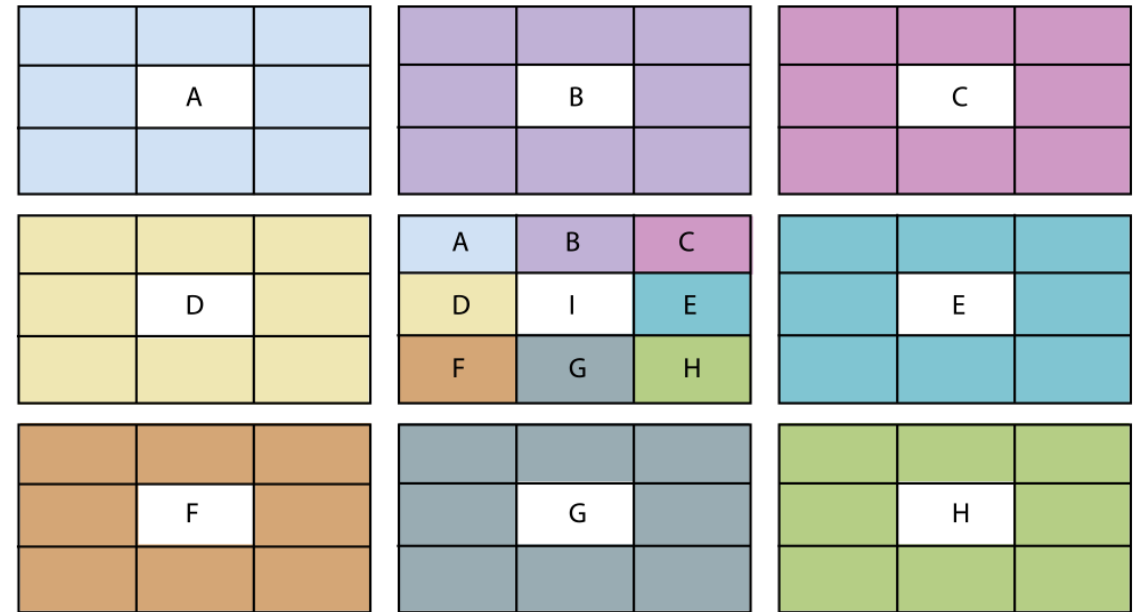


PRACTICAL
ORGANIZATION

Method: Lotus Blossom technique

ENVISION WORKSHOPS

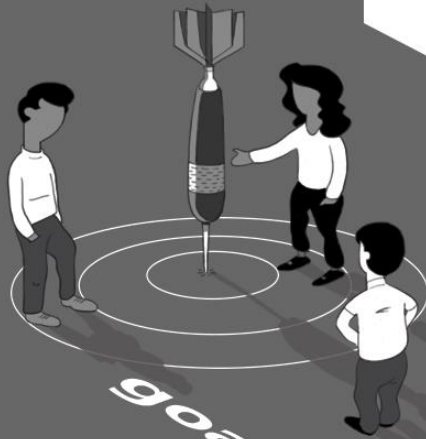
Pre Launch



workshop1

VISION

GOAL



Change?

Where will the change occur?

scope > timing

Tools?

Who will change?

PARTICIPANTS

- Project Manager Customer
- User Adoption Specialist Xylos

DELIVERABLES

- PowerPoint slide deck with the scope, high level timings, stakeholders and goals.

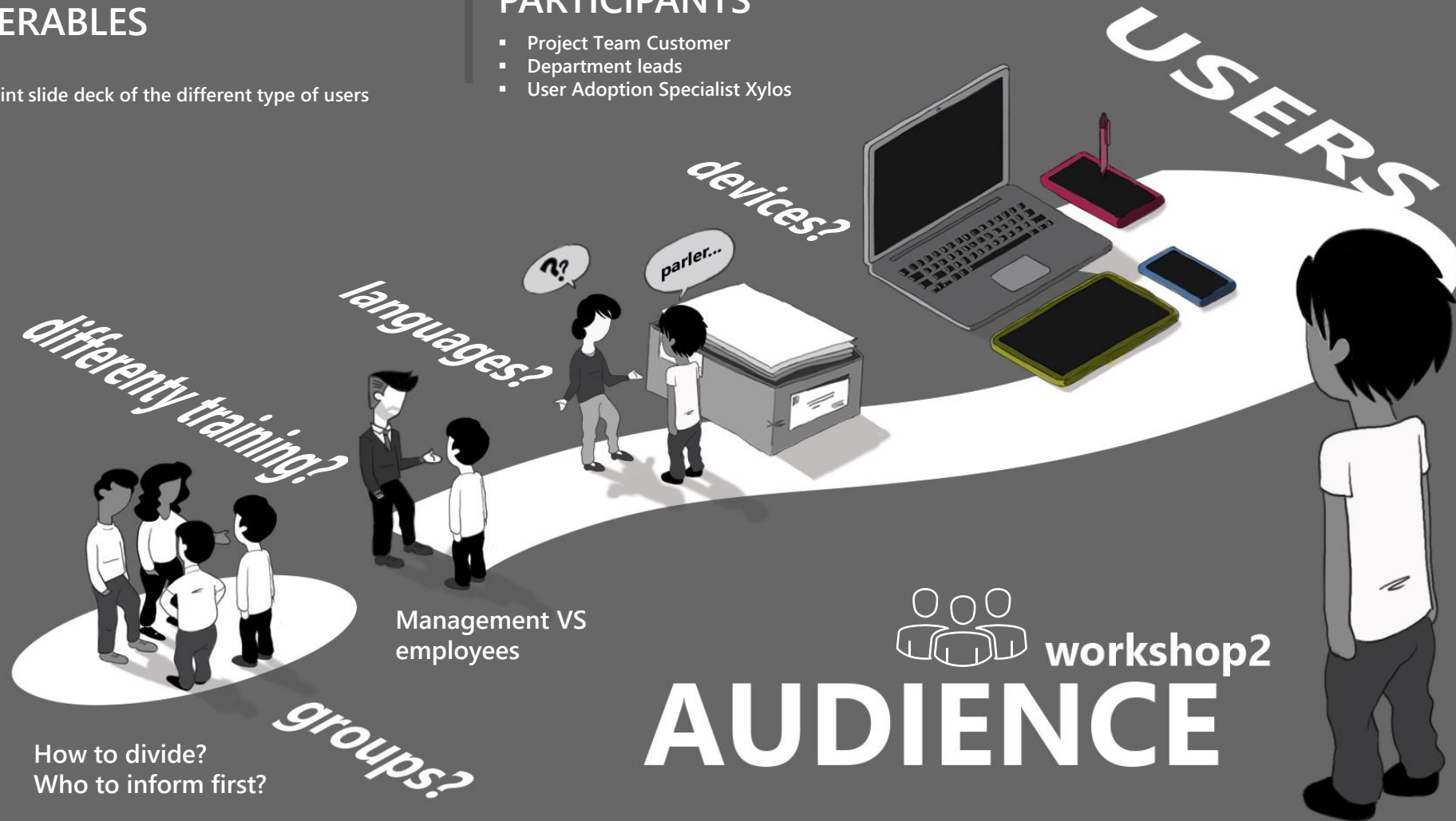
stakeholders

DELIVERABLES

- PowerPoint slide deck of the different type of users

PARTICIPANTS

- Project Team Customer
- Department leads
- User Adoption Specialist Xylos

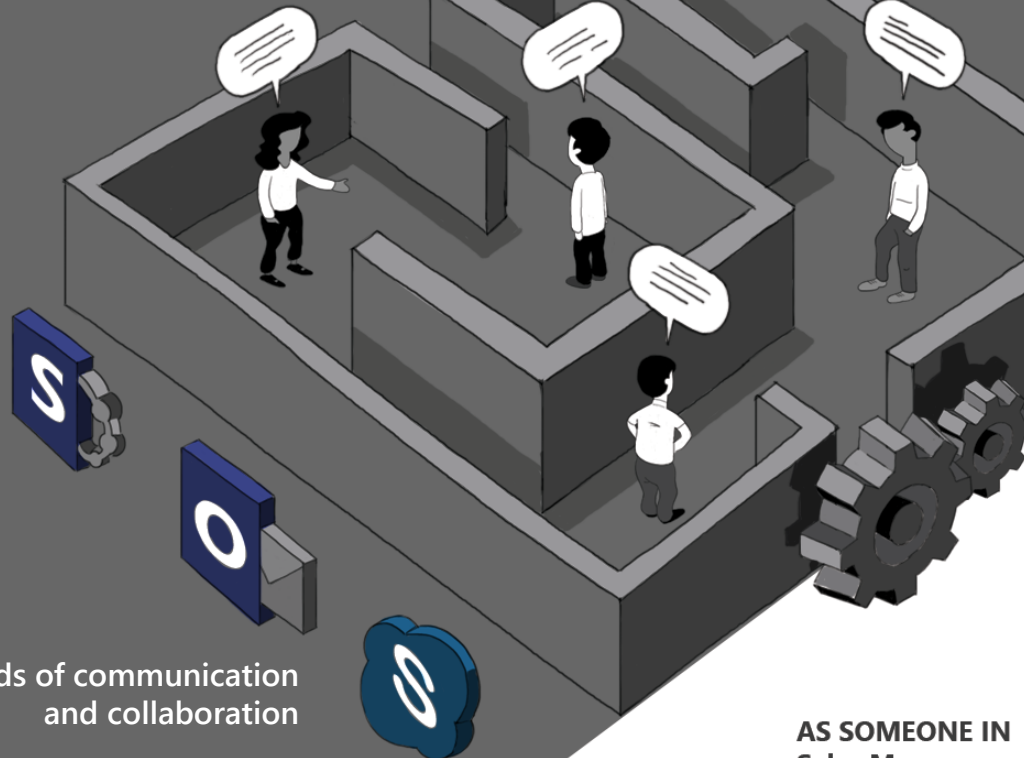


communication and collaboration

drafting, distributing and
sharing information

challenges?

workshop3 USE CASES



methods of communication
and collaboration

AS SOMEONE IN
Sales Management

I WANT TO
have a single version of the proposal
that everyone can access and edit
rather than emailing different
versions around the team

USING
a SharePoint site to centrally store and share a
single version of a sales proposal that my team
can edit together using co-authoring in Word
and PowerPoint

I'LL KNOW THIS IS SUCCESSFUL WHEN
my sales team can create proposals more
easily and therefore have more time to
close deals

PARTICIPANTS

- Project Manager Customer
- Department Leads
- HR & Communication Lead
- User Adoption Specialist Xylos
- Content Specialist Xylos

Prioritize use cases

Define success criteria

Determine the different adoption components

Define the content per adoption component

DELIVERABLES

- A clear adoption plan, containing the adoption components and content per target group.
- A proposal of the timeline in Excel with a pre-launch, launch and post-launch phase.
- Presentation of the result of the workshop to the Project team



workshop3 **USE
CASES**

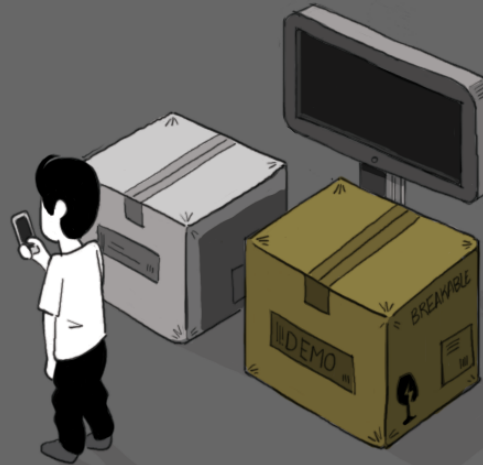


workshop4

PRACTICAL ORGANIZATION

Planning procedure

Infrastructure requirements for
demo's, roadshows, ...



PARTICIPANTS

- Project Manager Customer
- User Adoption Specialist Xylos
- Communication Expert

DELIVERABLES

- Project Management Document documenting all the practical details, procedures that have been agreed upon in the workshop.

Outcome: User Adoption Plan

Example:

	Pre-Launch	Launch	Post-Launch
Leadership	<ul style="list-style-type: none"> Onboarding sessions 	<ul style="list-style-type: none"> Training sessions Demo session eLearning 	<ul style="list-style-type: none"> Power Hours Digital Coach
Change Ambassadors	<ul style="list-style-type: none"> Onboarding sessions Hands-on training sessions Q&A Sessions 	<ul style="list-style-type: none"> Q&A Sessions 	<ul style="list-style-type: none"> Power Hours Digital Coach assistance
IT Team	<ul style="list-style-type: none"> Kick-Off Session Hands-on training Q&A Sessions 	<ul style="list-style-type: none"> Q&A Sessions 	<ul style="list-style-type: none"> In Focus Sessions Power Hours Digital Coach
Users	<ul style="list-style-type: none"> Pre-migration activities: clean up file shares, ... 	<ul style="list-style-type: none"> Training sessions Demo session eLearning 	<ul style="list-style-type: none"> Power Hours/Lunch&Learn Digital Coach
	Access to OASE and Information Hub with supporting material such as: FAQ, Tips & Tricks, Project Time Line, Project Progress Data, ...		

workshop5



COMMUNICATION

GOAL

State clearly and to the point on the goal of the project



Be explicit on the benefits for the end-users: It is important to integrate the use cases in the communication towards the users.



Clearly explain the advantages for the users

PARTICIPANTS

- Project Manager Customer
- Communication lead
- User Adoption Specialist Xylos

DELIVERABLES

- A communication plan including the communication components per target group and a timeline



Outcome: Communication Plan

Example:

	Pre-Launch	Launch	Post-Launch
Support	<ul style="list-style-type: none"> • Separate Teaser Mail before general teaser mail • Subscription mail Hands-on trainings • Subscription mail webinars • Yammer 	<ul style="list-style-type: none"> • Reminder mails webinars • Yammer 	<ul style="list-style-type: none"> • Yammer: Tips & Tricks
General Users (Office)	<ul style="list-style-type: none"> • Teaser Mail (HR of CEO) • Subscription mail webinars • Yammer 	<ul style="list-style-type: none"> • Reminder mails webinars • Yammer 	<ul style="list-style-type: none"> • Yammer: Tips & Tricks
General Users (Mobile)	<ul style="list-style-type: none"> • Teaser Mail (HR of CEO) • Subscription mail webinars • Yammer 	<ul style="list-style-type: none"> • Reminder mails webinars • Yammer 	<ul style="list-style-type: none"> • Yammer: Tips & Tricks
Departmental owners	<ul style="list-style-type: none"> • Teaser Mail (HR of CEO) • Subscription mail webinars • Yammer 	<ul style="list-style-type: none"> • Reminder mails webinars • Yammer 	<ul style="list-style-type: none"> • Yammer: Tips & Tricks
Ambassadors	<ul style="list-style-type: none"> • Demo & test communication • Subscription mail Hands-on trainings • Subscription mail webinars • Yammer 	<ul style="list-style-type: none"> • Reminder mails webinars • Yammer 	<ul style="list-style-type: none"> • Yammer: Tips & Tricks
	Intranet		

PROJECT MANAGEMENT

A project coordinator who will manage the complete project

Planning of the learning consultants for the different adoption components.

Follow-up changes in planning

Control and manage the scope, budget and timings of the project.



Quality control of the project:

- Control of deliverables (eg; presentations, briefings, ...)
- A monthly follow-up with the learning consultants:
 - Analysis of successes and difficulties.
 - Defining actions points if necessary, based on this analysis.

Evaluation:

- A follow-up with the customer
 - Summarizing feedback of the customer
 - Defining actions points if necessary, based on this analysis.

care.grow.passion.

Xylos