

THE PEOPLE SIDE OF CHANGE



USER ADOPTION SERVICES

IN A NUTSHELL

User Adoption Services by Training Partners prepares your users to effectively adopt new technology from the moment it is deployed.

Key features:

- a clear and consistent **communications campaign**
- user-centric **change resistance management**
- **customised learning support** for different user groups
- extensive repository of **online resources** and **documentation**
- **message strengthening** and **continuous training**
- detailed **post-deployment analysis** using reliable indicators

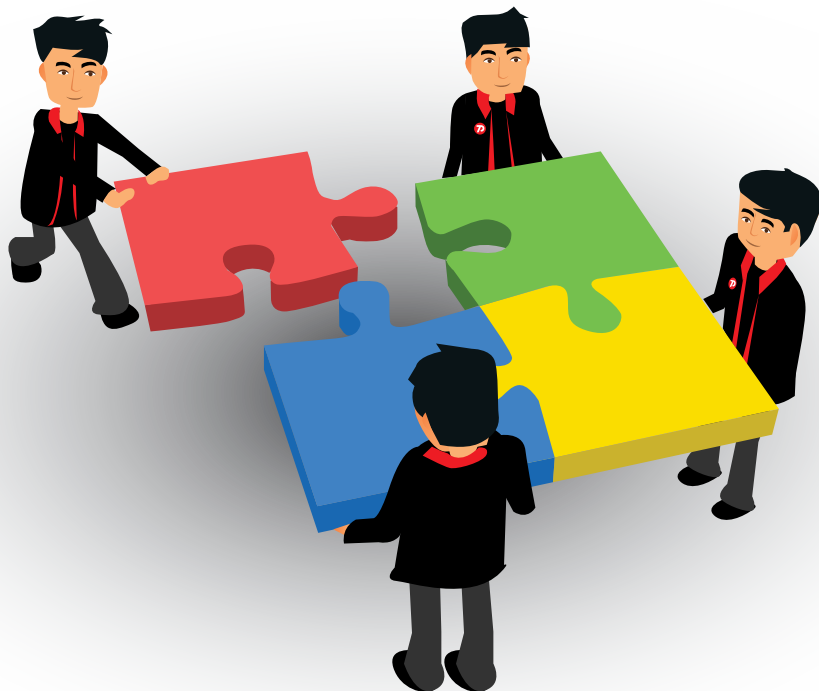
Key benefits:

- **relieve strain** on the help desk
- **reduce resistance** to change
- **increase satisfaction** among users
- **leverage productively** on the new system
- **maximise return** on investment

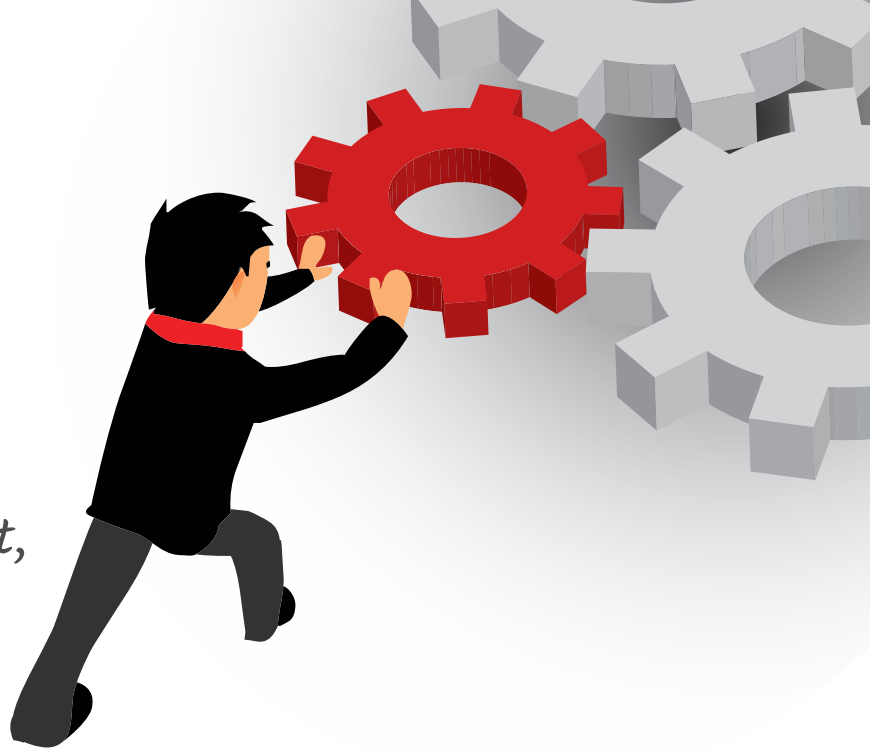


THIS IS YOUR ORGANISATION

It is made up of people.



Technological change can make people more efficient, as well as drive strategic business innovation.



So, you equip them with a new IT system.

*They have the technology.
They are the users.*

THEY ARE READY TO ROLL.

OR ARE THEY?

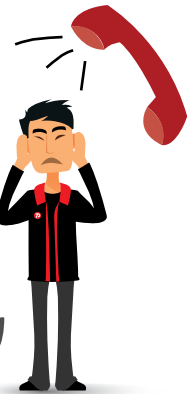


TOO MUCH, TOO FAST

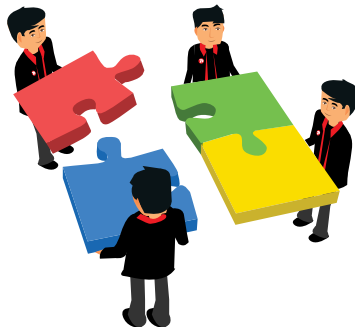
Rapid technology change can be difficult for users to cope with. You soon realise that:



Your users are uncertain of what to expect and how they will be affected. They're resistant to the unknown.



Your help desk is overwhelmed by a surge of calls from confused users.



Your users take a long time to piece together bits of information. Ultimately, many are still unable to fully maximise the new system.

Your organisation fails to achieve the expected return on investment.



With the increasing number of organisations undergoing technological change, these risks are only too real.

But you can do **better.**

USER-CENTRIC MANAGEMENT

User-centric planning and management solutions can help to mitigate such risks. Our User Adoption Services provide you with the tools to:

As-is(current)

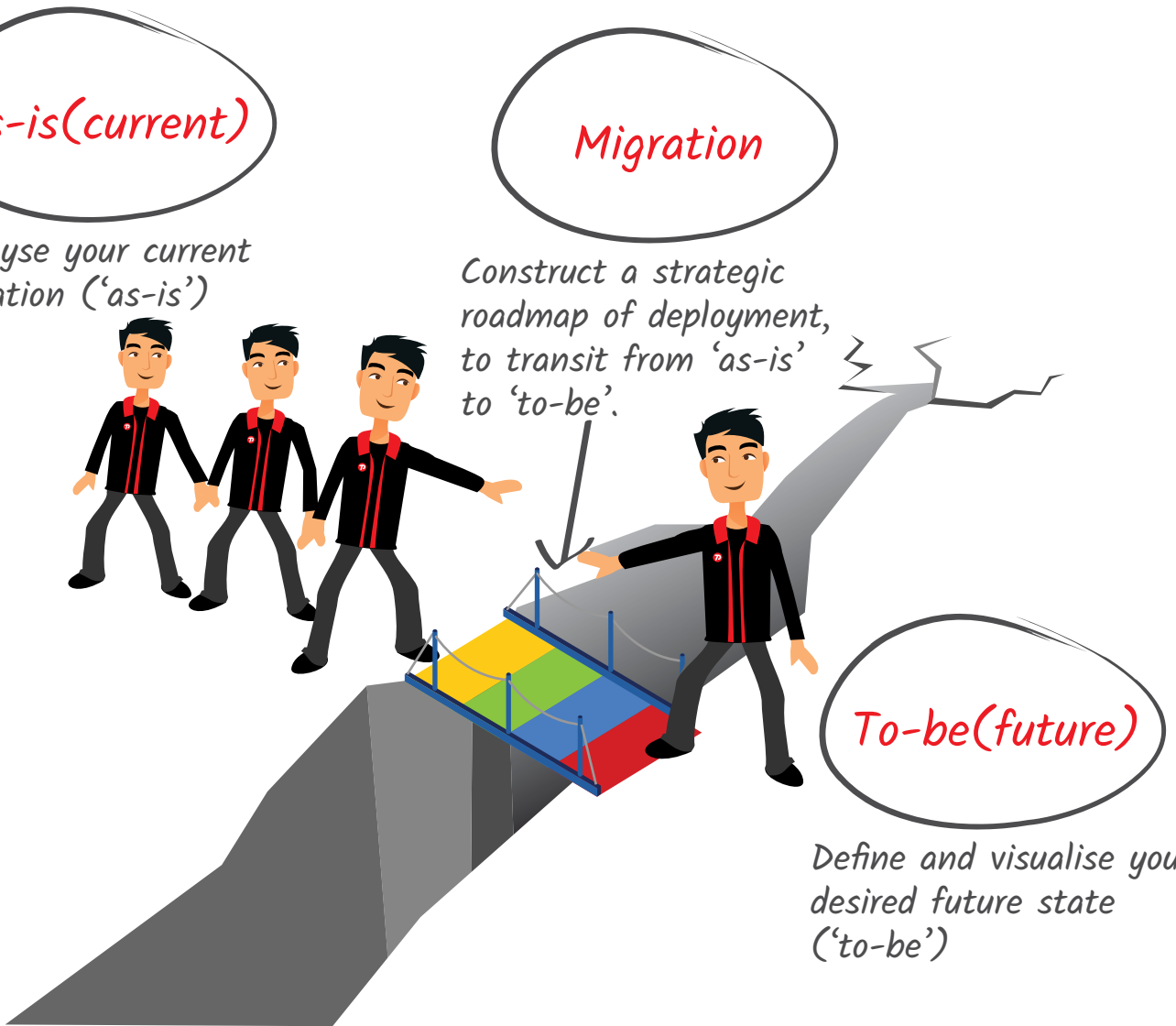
Analyse your current situation ('as-is')

Migration

Construct a strategic roadmap of deployment, to transit from 'as-is' to 'to-be'.

To-be(future)

Define and visualise your desired future state ('to-be')

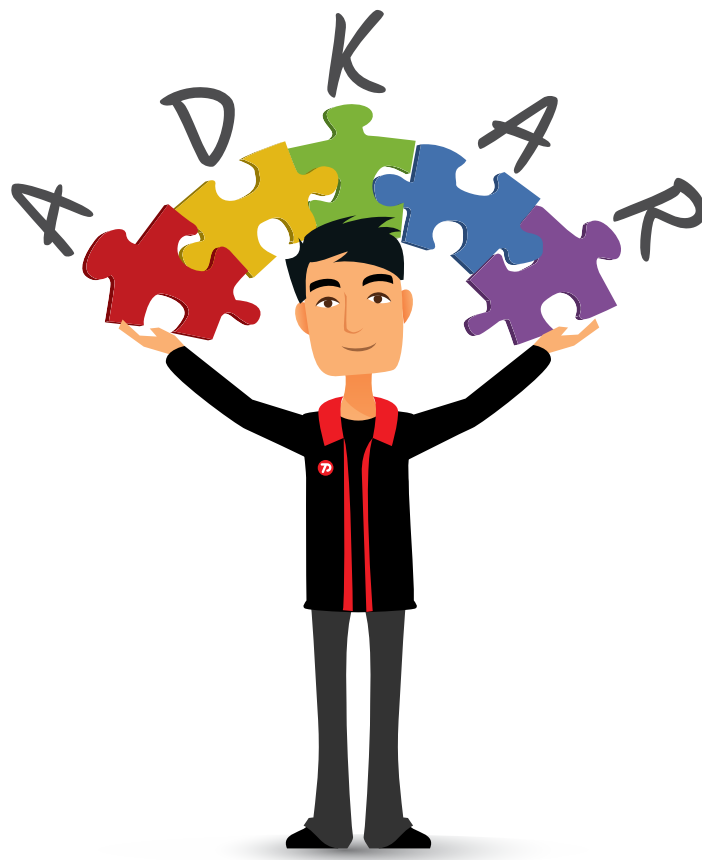


We attend to users at each step of the roadmap.

We consider their diverse concerns, learning needs, and comfort levels. Are some doubtful about the new system? We're there for them. Are others completely unfamiliar with it? We have the support they need.

OUR GOAL: to prepare each user to effectively adopt the new system from the moment of deployment.

HOW DO WE DO THIS?

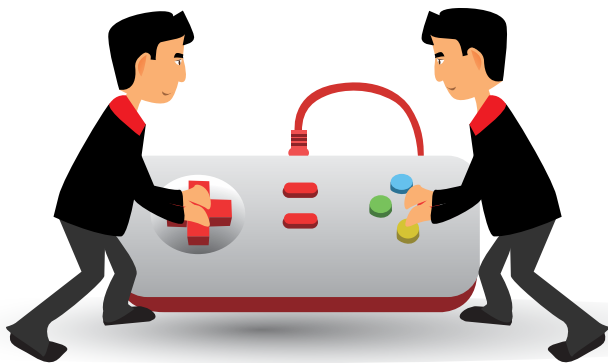


*Our methodology centres on the Prosci® ADKAR® model of change management. The ADKAR® model has had wide acceptance among numerous Fortune 100 companies and government agencies across the world. It illustrates five stages that users experience in a successful change process: **A**wareness, **D**esire, **K**nowledge, **A**bility, and **R**einforcement. Our people-centric services are designed to directly meet your users' needs at each stage.*

AWARENESS of need for new system

Why do we need a new system? What is it about? Who is affected? What is the impact? When will it be deployed?

Communications from top executives during town hall meetings, to broadcast announcements



Roadshows and awareness campaigns with showcases, games, and various activities

Communications from project team that are clear and consistent, regularly disseminated across multiple channels (emails, posters, briefings, and so on), and tailored to different user groups



DESIRE to support and participate

How does the user perceive current/ new systems? What information is he/she getting, and from where? What are the possible reasons for resistance?

Coaching immediate supervisors
*to cascade messages encouraging
and embracing change*



Focus group studies, *to identify
possible causes of resistance
and user concerns*

KNOWLEDGE on how to use new system
What does the user currently know? What is he/she required to know? What resources can help him/her?

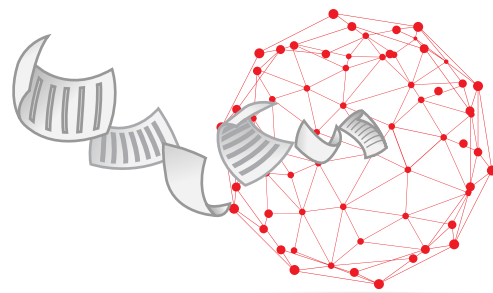
ABILITY to demonstrate relevant skills
Is the user physically/ intellectually able to operate the new system? Does he/she have time/resources to develop the relevant skills?

Customised learning support for different user groups, for example, technical staff, helpdesk staff, end-users, and VIPs



Documentation for on-the-job learning, for example, quick reference guides, quick start setups, and keyboard shortcuts

A **people portal** as a central online repository of all training resources, including discussion forums and FAQs



Surveys/polls to assess user satisfaction and ease of use with the new system; the experience of the migration

REINFORCEMENT to sustain use

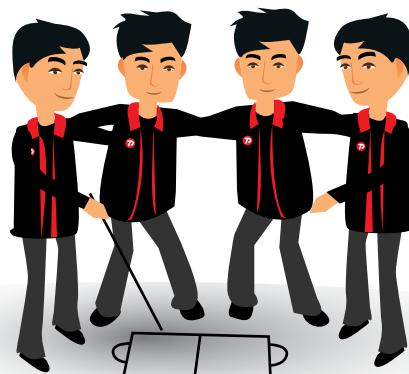
What resources can reinforce the use of the new system? Is user adoption backsliding? How can this be prevented?

Message strengthening services, for example, bite-sized 'did you know' tips, and so forth



Continuous training for support staff to obtain advanced certifications

User adoption effectiveness assessment by obtaining feedback and developing corrective plans



YOUR BENEFITS

Our planning and management solutions are designed to create meaningful and holistic gains for your organisation.



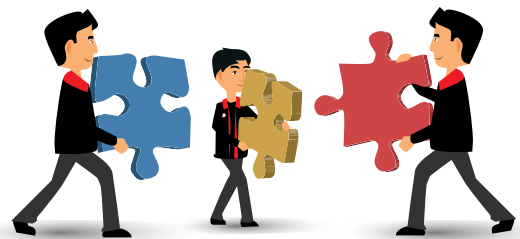
Relieve the strain on your help desk during deployment



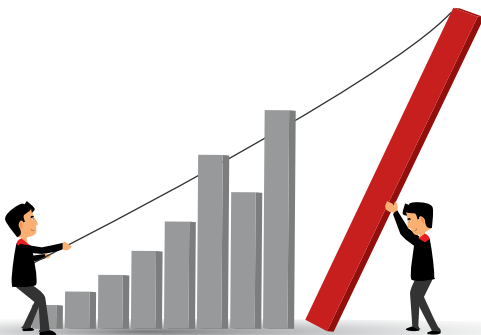
Reduce users' uncertainty about and resistance to change



Increase user satisfaction



Help users coherently develop skills around the new system, to use the system in a productive way



Minimise the initial dip in user productivity following deployment

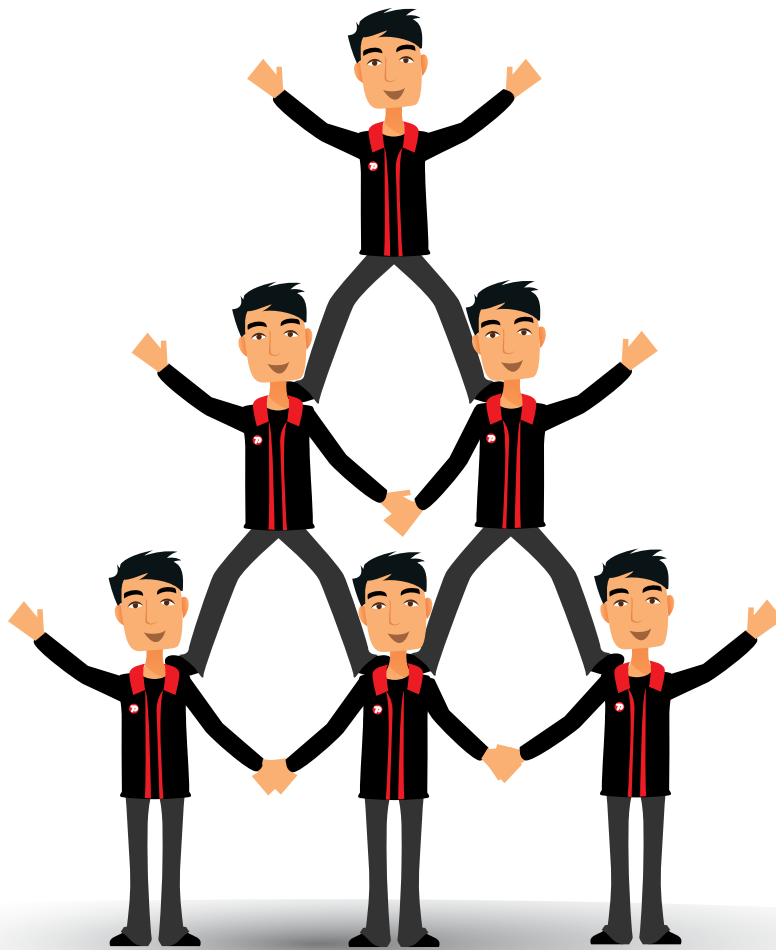


Shorten the time taken to realise the returns on investment

NOW
you're



READY
to roll.





ABOUT TRAINING PARTNERS

Training Partners is Asia Pacific's leading ICT infrastructure learning and development provider. We provide advanced technology training, learning systems and solutions, as well as training consultancy services to multinational corporations. Established in Singapore in 1994, we operate in nine countries with 13 training centres within the Asia Pacific region. We deliver training programmes in five languages and have successfully trained over 100,000 ICT professionals.