

enable

Unlock the potential of your business software

enable

Delivering & Embedding Change

Ryan Rust & George Smith.



People always fear change. People
feared electricity when it was
invented, didn't they?

— *Bill Gates* —

AZ QUOTES

enable

Why do technology projects fail?

70% OF DIGITAL TRANSFORMATION PROJECTS FAIL

Source: <https://blog.meltingspot.io/why-digital-transformation-projects-fail/>

Lack of Clear Strategy

People & Culture Issues

Poor Adoption

No Success Criteria

Agenda

- Understanding A Fear of change
- How Fears Manifest Themselves
- Training and Adoption Tactics



Ryan Rust

IT Services Director



enable

Understanding The Fear of Change

enable

AICEO...

AIFD...

AIYourJob...



enable



enable



enable

How Fears Manifest Themselves



Managing Fear.
The things you'll
see and hear.

“This
won’t work
here.”

“This will
make my
job
harder.”

Quiet Non-
Adoption

Loss of
Control



A photograph of a modern conference room with a long wooden table and several black chairs. A large, white, hand-drawn thought bubble is superimposed over the center of the image. Inside the bubble, the text "This won't work here" is written in a bold, black, sans-serif font. The background shows a glass-walled office space with some lights visible through the glass.

**“This won’t
work here”**

enable

**“This won’t
work here”**

How we can respond....



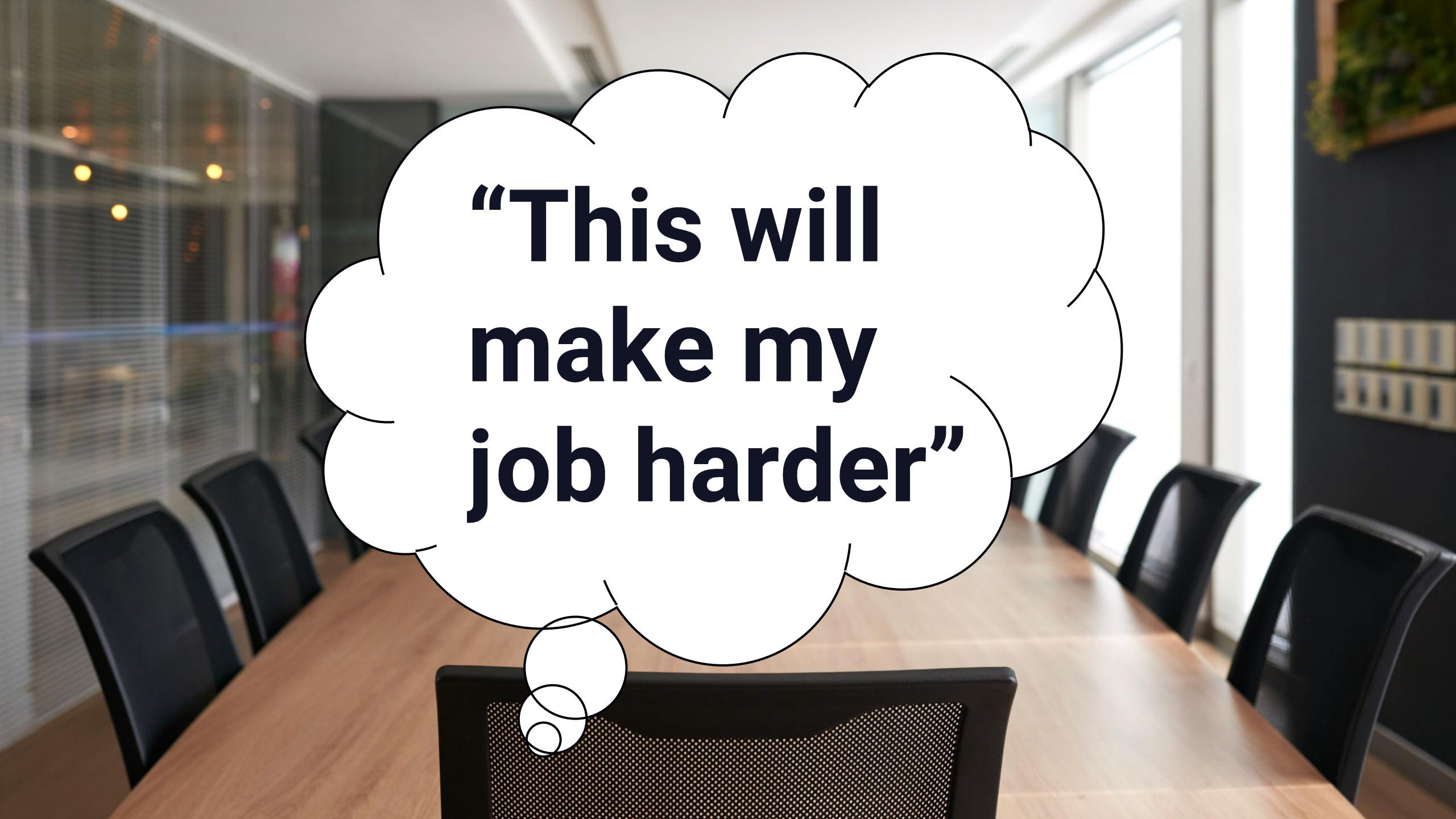
Acknowledge past experiences



Explain what’s different this time



Involve them early rather than convincing late



**“This will
make my
job harder”**

enable

**“This will
make my
job harder”**

How we can respond....



Be honest about short-term effort



Explain long-term benefits clearly



Adjust expectations during transition periods



Quiet Non-Adoption

enable

Quiet Non-Adoption

How we can respond....



Make expectations explicit



Reinforce the “new normal”



Retire old tools deliberately



**Loss of
Control or
Expertise**

enable

Loss of Control or Expertise

How we can respond....



Involve them as champions or advisors



Recognise their knowledge



Position the system as support, not replacement

enable

**Plan for people
challenges – don't
ignore them.**

enable

**Training &
adoption tips**

enable

60

Learning hours

32,000

Usage hours

enable

70

Training hours

5,000+

Usage hours

enable

Communicating Change



Why?

What?

When?

Where?

enable

Normalise the

dip.



enable

Adoption Tips

How we can respond....



Use champions and super-users



Create relevant training groups



Go-live support is part of training



Champions & Super- Users





Relevant Training Groups

Session 1:
Basic Prompting

Session 2:
ChatGPT for Managers

Session 3:
Creating Custom GPTs

Go-Live Importance

L

L

P



Session 1:
Basic Prompting

Session 2:
ChatGPT for Managers

Session 3:
Creating Custom GPTs



Go-Live Importance

P

P

P



Session 4:
Tasks in detail

Session 5:
Review and assess

enable

**Build confidence not
just capability.**
