



HELPING YOUR TEAM WITH TECHNOLOGY TRANSITIONS







WELCOME

To our 30-minute webinar



ABOUT THE INFORMATION WE ARE COVERING TODAY

-  How to support new ways of working (technology transitions)
-  What not to do
-  Best practices/lessons learned
-  Getting other leaders on board



ABOUT US

Colin Pearce founded his IT support services company, Inderly in 2017 (local to Hamilton and Toronto).



Tim Morton is founder and CEO of Prompta Consulting Group. His life-long business focus is on improving work cultures and working lives.

SUPPORTING NEW WAYS OF WORKING

- It's important to dedicate time and energy to supporting people through technology transitions
- Start by explaining "why" and "what" we are changing
- Explain both the "why" and "what" BEFORE the "how"
- We all love our comfort zones and change is daunting
- Name a point person to help with any and all questions as folks are learning; this can be internal or external help





WHAT NOT TO DO

- While email is normally our friend, resist the urge to simply email technical specifications, without follow-up
- Consider the written information as a backup for reference AFTER people have become comfortable with the new system
- Do not assume that without support, people will actually use the new system
- Resistance comes from fear. People will say “I’m never going to get it” but if you help them they WILL

LESSONS LEARNED

- “There is no such thing as a stupid question”
- Have empathy for your staff, these changes have to work for them
- Use a combo of different tools and tactics to support your staff: training sessions, using the software together, videos, working in teams
- Making an effort to help someone feel included can have a positive impact (e.g., name changes)



GETTING OTHER LEADERS ON BOARD

- Like with your staff teams, start by explaining the "whys" and the "whats"
- The core of the change isn't about IT -- it's a business issue
- Be realistic about challenges and timelines to avoid mismatched expectations and feelings of anger, impatience
- People can handle the truth -- be transparent with other leaders and your team





SUMMARY

Explain the "whys," "whats," THEN the "hows"
Change management means supporting people
Empathize with your staff and their needs
Be realistic about challenges and timelines



THANK YOU





CONTACT INFO

We will email you a condensed version of this presentation.



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Toronto and Hamilton