Step 5 – Making it work for the team

You might think the implementation is the easy bit but it's actually the part of the software process where most businesses face challenges. New workplace technology can drive unexpected responses. It can create fear and resentment. If people feel they're being forced to change a process they think is fine, they can fear that technology is leading to redundancies, or that new transparency will expose them in some way.

The following steps will take you through the questions and tips to make sure you've anticipated as many human roadblocks as possible.

- **Effort:** Medium
- **Impact:** High

Step 1:

Understand your users. List the individuals and teams that will be affected by the new software. Think about how the change will affect them. What will it mean for their day-to-day work?

- **Impact:** Medium
- **Why this will help:** A new technology won't necessarily need to be used by everyone in the business. Starting by understanding your users will allow you to tailor your future messages to them. For this action plan you'll need to use our team and tech tipsheet.

Step 2:

Prepare your message. How will you sell the new software to people? Some people won't change unless you give them a compelling reason to do so.

- **Impact:** High
- **Why this will help:** Making it abundantly clear how the new technology will benefit this particular group of people is key to making adoption a long-term success. Early buy in and, if possible, positive expectation are key.

Step 3:

Schedule the training. Who will need to be trained on the new system? Will different teams need different levels of expertise? Will you have super-users training the rest of the team?

- **Impact:** High
- **Why this will help:** Whether they've used the particular technology before in another business, or something similar in yours, training is crucial for early adoption into their day-to-day activities and will make sure the business is getting its money's worth.

Step 4:

Encourage uptake. Do you need to introduce incentives to encourage people to use the new system? For example, reward vouchers for those who input all their data fully in the first few weeks.

- **Impact:** Medium
- **Why this will help:** Often, all it takes is a few super users to get the wider employee base using it effectively – both from showing the benefits and teaching others who find it harder to naturally use something like this.

Step 5:

Make sure it works. Have a clear plan for how you'll move data from one system to the other, and how you'll check whether it's worked properly.

- **Impact:** High
- **Why this will help:** The last thing you want is for a new system to encounter difficulties once you've got everyone excited about using it. This planning will help integration requirements or issues associated with scaling up to multiple users.

Step 6:

Go live. Set a transition/launch date when it won't matter so much if there's a lot of disruption, for example, over a weekend or during a period when the business is quiet.

- **Impact:** Medium
- **Why this will help:** As with anything new, give the new technology the best possible chance of success by launching at an optimum time. Making sure your team aren't swamped with other tasks means due care and attention can be provided.