

# ORGANIZATIONAL CHANGE MANAGEMENT

## How do I...**increase tech adoption and productivity** while minimizing downtime and resistance?

I routinely address this question as a Change Manager leading global tech adoption projects. My role is to help diverse stakeholder groups adapt to change and drive enterprise level results.

Typically, change initiatives are part of a larger IT, HR, Sales, or overall cultural transformation. Key elements in successful tech adoption, with examples of my experience, are listed to the right. Projects include:

- Microsoft Office 365
- Human Resources Information System (HRIS)
- Learning Management System (LMS)
- Custom Project Management Tool
- Custom Sales Dashboard Tool

### → Accelerate adoption

**Case 1. Global Media & Entertainment Company:** As part of an overall IT transformation, implemented an Office 365 Self Service Page accessible 24/7 on demand from 60 global locations, providing print, video, and online training resources. Expected results were increased speed/better collaboration using cloud-based file storage and conferencing, leading to faster, more lucrative client contracts.

### → Address resistance

**Case 2. Large Financial Services Company:** To enable HR to provide executive leadership with visibility to global employee data, HR data was moved from legacy systems to PeopleSoft HRIS at 80 offices in 50 countries. Targeted sponsor involvement, extensive training, and a series of migration and adoption communications fostered a smooth transition with no disruption in service.

### → Sustain change

**Case 3. Midsize Food Manufacturing Company:** As the foundation for the company's corporate university, rolled out a LMS across 7 locations. Used the learning platform to drive a core competency curriculum throughout the enterprise to ensure compliance and support career development while increasing manufacturing yields and decreasing downtime and safety incidents.