



Secret #1

Balance Change Strategy With **Tactical Execution**

A strong organizational change management (OCM) plan includes resources and plans that focus on BOTH strategy and tactical execution.

Secret #2

Ensure Leadership Is Aligned & Committed

& commitment are key to opening doors and minds.

Strong leadership alignment





Focus Training on

Secret #3

System Tasks and **Business Processes** A modern training design,

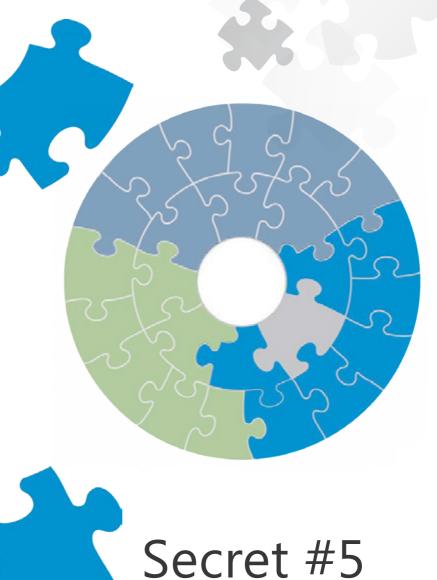
development, and deployment strategy focuses on BOTH system tasks and business process changes.

Design Training to Be Role Based

Secret #4

Take the time to design and develop training that is role

based using job task analysis and role mapping as key inputs; make use of technology.





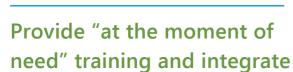
Hands-On Training & Storytelling

Integrate

Use adult learning methodologies such as hands-on training and storytelling as part of

the training design and

strategy.



It's the Beginning

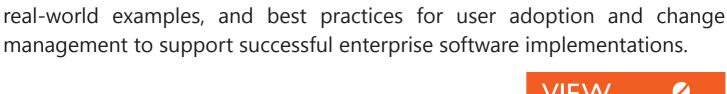
long-term OCM strategies.





A solid sustainment plan

support materials and people resources; 75% of all learning occurs on the job!





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For more on the Seven Secrets to User Adoption Success, watch this

recorded webinar where transformation experts share personal stories,