Adoption Accelerator Tool

1. DIAGNOSE: Why aren't people using it?

Rank the top 3 adoption barriers from user feedback:

- ☐ Don't understand the benefits
- ☐ Too difficult to use
- ☐ Lack of training
- ☐ Technical problems
- ☐ No leadership support
- ☐ Prefer old way of working
- ☐ Too time-consuming
- ☐ Doesn't solve actual problems

Quick Assessment (Rate 1-5, with 5 being excellent)

- User satisfaction: _____/5
- Leadership support: _____/5
- Technical performance: _____/5
- Training effectiveness: _____/5
- Integration with workflow: _____/5

Who needs to be involved? (Check all critical stakeholders)

- ☐ Executive sponsor: _____
- ☐ Department managers: _____
- ☐ IT support: _____
- ☐ Power users: _____
- ☐ Resistant users: _____

2. FIX: Address the biggest problems

Quick Wins (Pick 2-3 to implement immediately)

- ☐ Fix technical issues: _____
- ☐ Simplify complex features: _____
- ☐ Create better quick guides: _____
- ☐ Improve training: _____
- ☐ Add missing functionality: _____
- ☐ Remove unnecessary steps: _____

Communication Strategy (Select your approach)

- ☐ Benefits campaign: "What's in it for me"
- ☐ Success stories from peers
- ☐ Leadership endorsement
- ☐ Before/after demonstrations
- ☐ Myth-busting campaign

Your key message in one sentence:

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3. RELAUNCH: Get people excited again

Choose your relaunch approach

- ☐ Department challenges
- ☐ Training blitz
- ☐ Feature showcases
- ☐ One-on-one coaching
- ☐ Process improvement workshops

Build ongoing support (Check all that apply)

- ☐ Champions network
- ☐ Regular office hours
- ☐ Peer mentoring program
- ☐ FAQ/knowledge base
- ☐ User community forum

Incentives (Select 1-2 that fit your culture)

- ☐ Recognition program
- ☐ Certification opportunity
- ☐ Team competitions
- ☐ Innovation awards
- ☐ Milestone celebrations

4. MEASURE: Track your progress

Set your targets

- Current adoption rate: _____%
- 30-day target: _____%
- 90-day target: _____%

Key metrics to track (Pick 3-5)

- ☐ Active users per week
- ☐ Completed processes
- ☐ Support requests
- ☐ Time savings
- ☐ Error reduction
- ☐ User satisfaction score
- ☐ Business outcome: _____

Check-in schedule

- Weekly pulse checks: Day/Time _____
- Monthly review: Day/Time _____
- Quarterly assessment: Month/Date _____

5. SUSTAIN: Keep the momentum

Make it stick (Must-dos)

- ☐ Include in new hire onboarding
- ☐ Regular feature updates
- ☐ Refresher training calendar
- ☐ Ongoing success sharing
- ☐ User feedback loop

Your Next Steps (Next 3 priority actions)

1. _____
2. _____
3. _____

NOTES

What's working well:

_____

_____

Biggest challenges:

_____

_____

Additional resources needed:

_____

_____