

EXECUTIVES REVEAL

The 3 C's of Microsoft Teams Success

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Vice President, Professional Services

Our Journey



Our Story



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Oregon

Arizona

Colorado

New Mexico

Texas

Louisiana

Tennessee

Ohio

VP, Professional Services

**Consulting
Project
Services**

**Business
Process
Outsourcing**

VP, Corporate Services

**Human
Resources**

Payroll

**IT
Infrastructure**

**Contract
Management**

Facilities

Sales

Marketing

**Service
Delivery**

HR

IT

Accounting

Purchasing

Executives



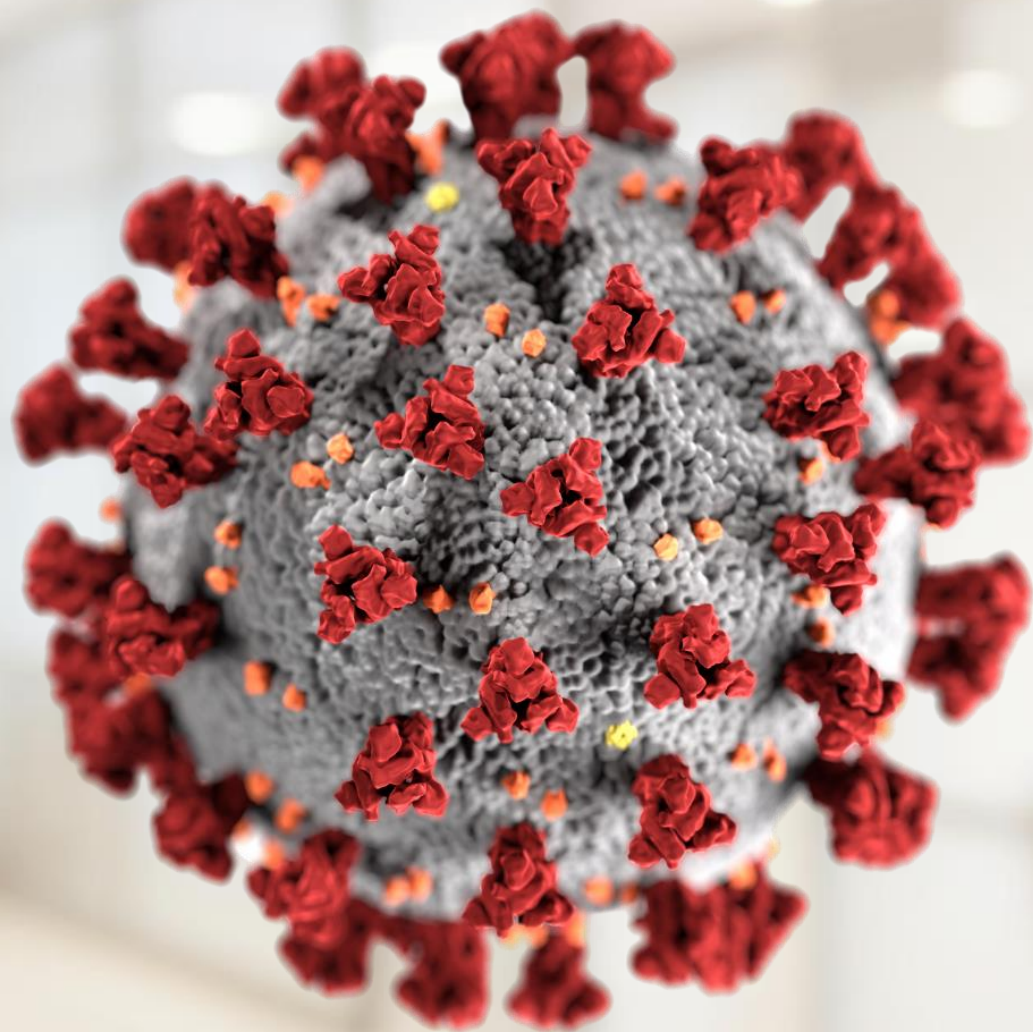
Poll #1

What is your role within your company?

- Executive
- Director
- Manager
- Administrator
- Other

The Problem





The Catalyst



Our Process

**Develop, Plan,
Budget, and Roles**



Identify Executive Sponsor



Identify Resources

Executive Team Buy-In

Poll #2

Which communication solution is your company using for chats, calls, and meetings?

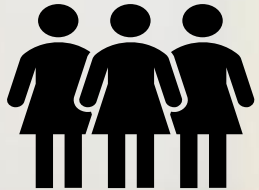
- Microsoft Teams
- Skype for Business
- Cisco WebEx
- Zoom
- Other

Executives Define Success

From Corporate Services...



Communicate with employees and improve overall customer service levels



Acceptance by the employee population as a whole



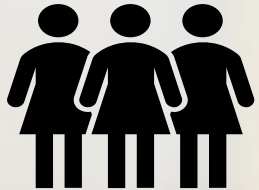
Enable employees to realize the ability to work in a new, different way

Executives Define Success

From Professional Services...



Reliably communicate with everyone, from anywhere



Company wide adoption to achieve ROI



Gain Executive Support

Make the Case:

- ✓ Audience
- ✓ Be succinct, clear, concise
- ✓ **Clearly ask for what you need**

Words Matter:

- ✓ Results, outcome, value & benefits
- ✓ People & processes impacted
- ✓ Dependency on adoption & usage

Simplify the Decision:

- ✓ Project Management Milestones
- ✓ Change Management Integration
- ✓ Plans = Results

*Executives speak three languages:
finance, finance and finance.*

- Jeff Hiatt

Make clear connections to
company strategy & goals

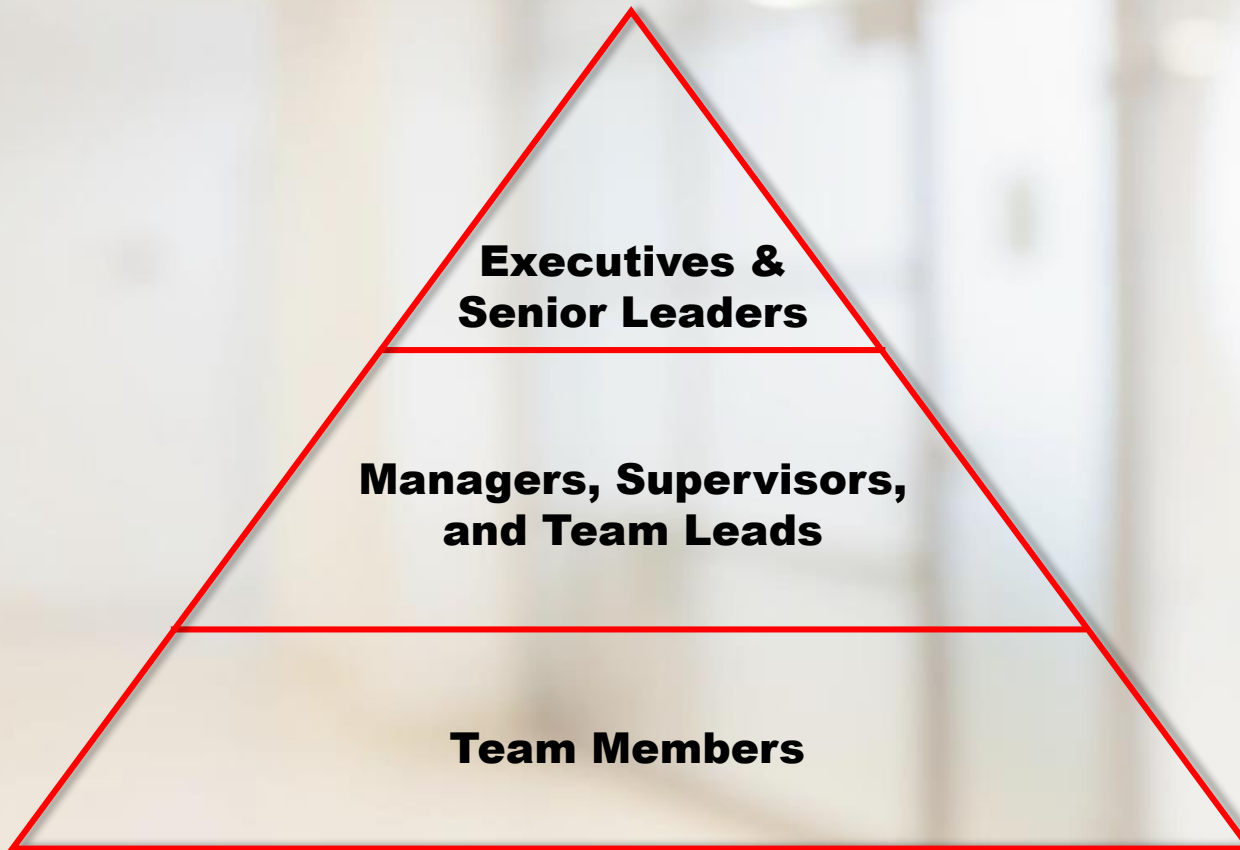
If you talk to a man
in a language he
understands, that
goes to his head.
If you talk to him
in his language, that
goes to his heart.

Nelson Mandela



desired transition deliver proficiency
guide employee benefit mobilize enable
goals growth outcomes dependent
benefits roi adoption:
support results success
objectives value usage
project people business
goal sustainability engagement sustainment
return mobilizing change impact improvement case

The Importance of Executive Sponsors



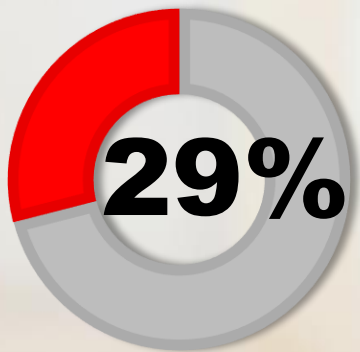
Drive employee adoption and lead the change effort through:

- ✓ Direction
- ✓ Guidance
- ✓ Commitment
- ✓ Leadership

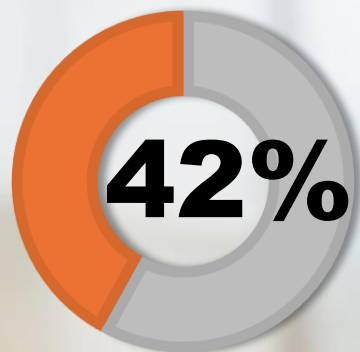
Sponsorship & Project Success Correlation

Active and **visible** executive **sponsorship** is the #1 contributor to success.

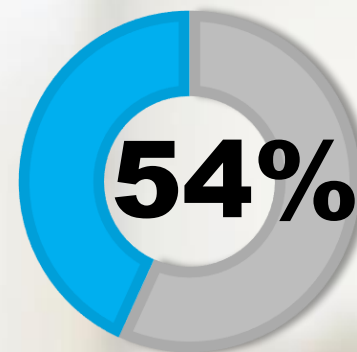
Percent of projects that met or exceeded objectives based on sponsor effectiveness:



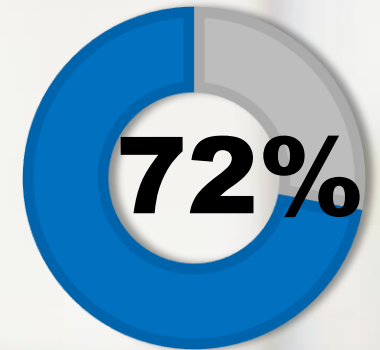
Very ineffective
sponsors



Ineffective sponsors



Moderately effective
sponsors



Extremely effective
sponsors

Change Management Defined

Preparing, equipping, and supporting individuals through the change journeys they experience as a part of your organization.

Capturing people-dependent project ROI.

-- **Prosci**
PEOPLE. CHANGE. RESULTS.

3 Phases of Structured OCM

PHASE 1 – Prepare for Change



Conduct readiness assessments



Formulate Strategy



Evaluate sponsorship and team resource needs



Identify risks, anticipated resistance, special tactics

PHASE 2 – Manage Change



Communication Plan



Sponsorship Roadmap



Coaching Plan



Training Plan



Resistance Management Plan

PHASE 3 – Reinforce Change



Collect feedback



Identify and fix problems



Celebrate successes



Transition

Phase 1 Prepare for Change



Conduct readiness assessments



Formulate strategy



Evaluate sponsorship and team resource needs



Identify risks, anticipated resistance, special tactics

The 1st C = Culture

Organizations don't change.

People do.

One person at a time.

Structured ADKAR

A A

Awareness of the need for change.

D D

Desire to participate and support the change.

K K

Knowledge on how to change.

A A

Ability to implement required skills and behaviors.

R R

Reinforcement to sustain the change.



Blog post coming soon...
Personal ADKAR story from Linda Baldwin





Blog post coming soon...
Personal ADKAR story from Sondra Ludwick



2017 Hurricane Harvey
3rd flood in 3 years

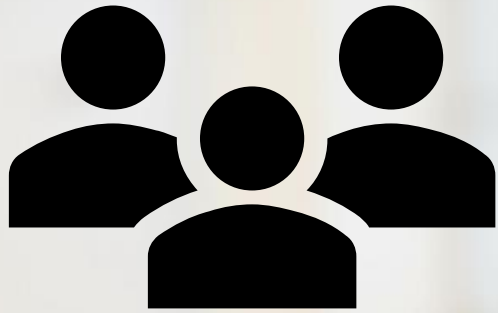


2019

The 2nd C = Champions

CHAMPIONS

Champions



Executive Sponsor
Champions



Project Team Champions



ASCme Champions

Phase 2 – Manage Change



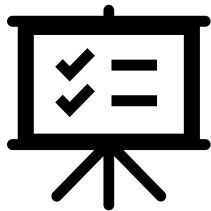
Communication Plan



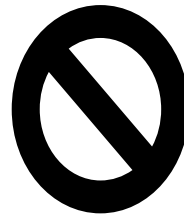
Sponsor Roadmap



Coaching Plan



Training Plan



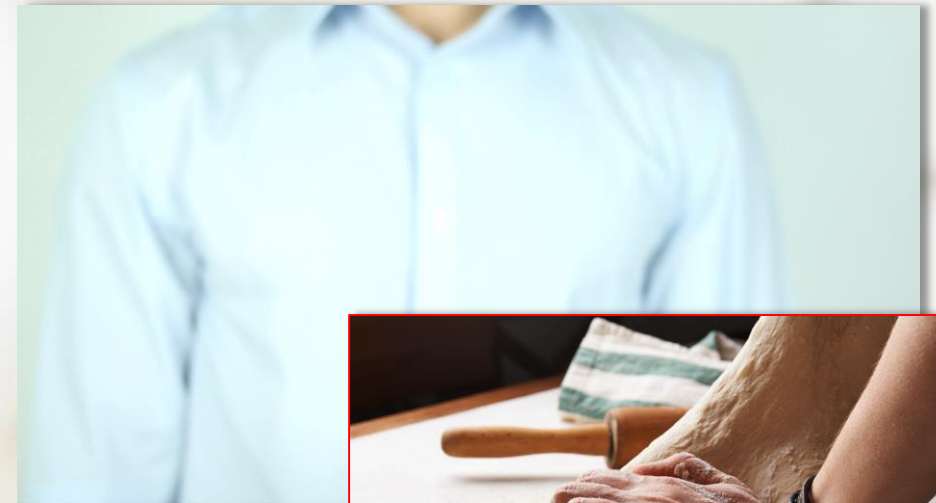
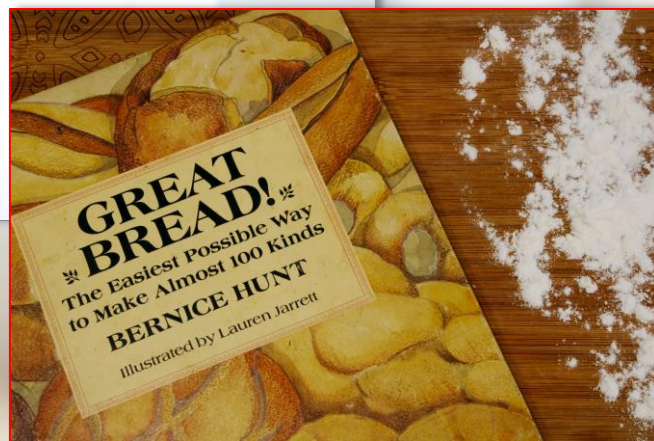
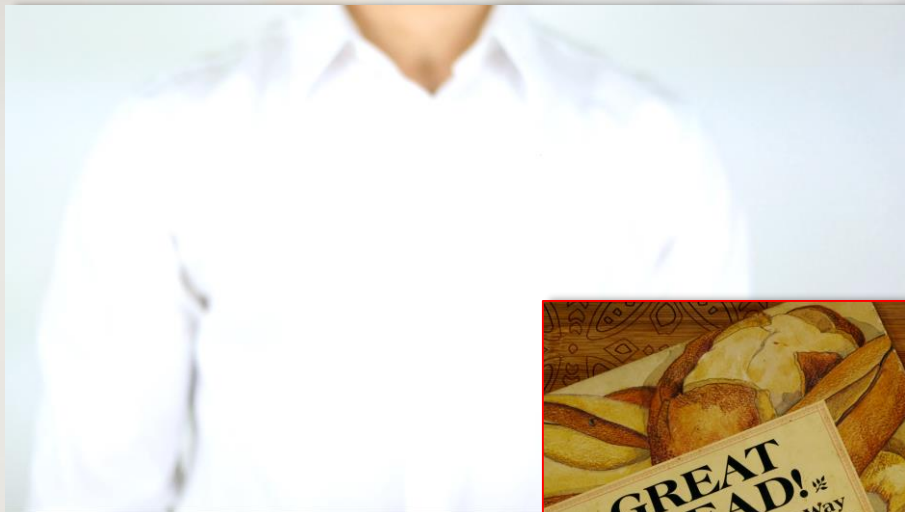
Resistance Management Plan

Communications Plan – 3rd C

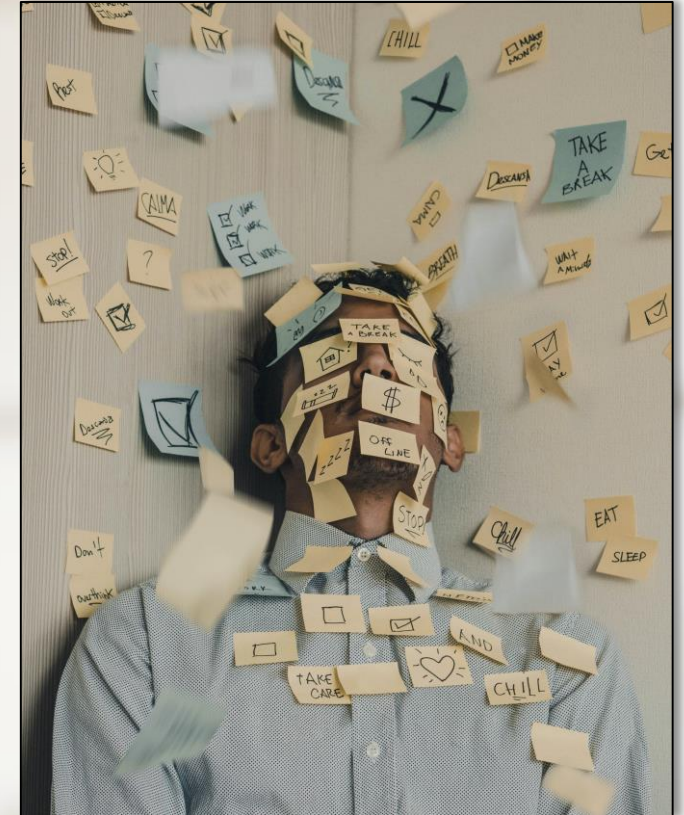
Sponsor Roadmap and Coaching Plan



Training Plan



Resistance Management Plan



Phase 3 - Reinforcement



Collect feedback



Identify and fix problems



Celebrate successes



Transition

Phase 3 - Reinforcement

Our plan to reinforce the Teams changes:

- ✓ Continuous learning to stay abreast of Microsoft changes and new features
- ✓ Tiered Support Model – **ASCme Team**
- ✓ Tool for submitting issues or enhancement requests
- ✓ Ongoing Communications Plan & engagement of end users
- ✓ Celebrate success
- ✓ Be transparent – we are never “done”

Communicate | Support | Celebrate | Feedback Loops | Fix Problems | Measure Adoption

The 3 C's – The Ties that Bind

Culture

Champions

Communications



Prepare for Change

Manage Change

Reinforce Change

Podcasts



Change Management for Microsoft Teams: The Executive Perspective with Sondra Ludwick | Wednesday, Sept. 2

Change Management for Microsoft Teams: The Executive Perspective with Linda Baldwin | Wednesday, Sept. 9

Lunch & Learn



Delivering Microsoft Teams Training at Scale

- ✓ Wey Tan, Senior IT Consultant
- ✓ September 30 | 12 – 1 p.m.
- ✓ \$15 for Panera Bread OR \$15 to the Barbara Bush Literacy Foundation

Key Takeaways

- ✓ How to tailor the training experience for diverse user groups.
- ✓ How to set up the foundational elements to provide enterprise training and support.
- ✓ How to set up a sustainable support model.

Poll #3

What topics would you like to hear more about?

- Overcoming Change Fatigue
- Building Community with Digital Collaboration
- Assessing Your Company Culture
- ADKAR Deep Dive
- Other

Questions?