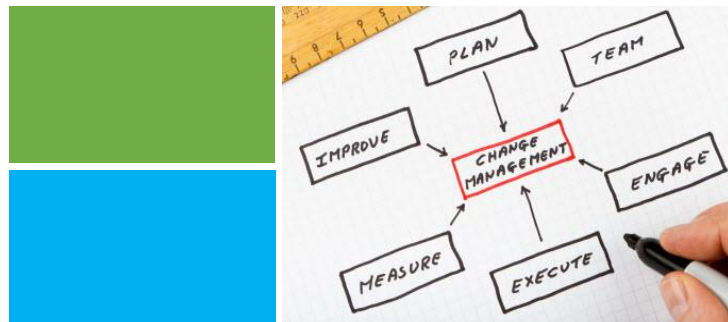


CHANGE MANAGEMENT

Mitigate employee resistance to change, ensure user adoption, and improve productivity and efficiency.



Change Management Services

Directions Training has been helping clients get the most out of their technology/software investments and strategies through careful planning and flawless execution of customized training programs. We realize that an integral component of any successful training implementation is attention to change management requirements.

Optimum results for any change in an organization requires focused planning, visible sponsors, and sound communications.

Effective Change Management Strategies and Tools Include:

- ➔ Data collection and analysis to identify opportunities for improvement, gauge participant reactions and satisfaction, and identify champions of change
 - Surveys
 - Focus groups
 - Pre- and post-training assessments
 - Pilot training sessions
- ➔ Robust communication to raise awareness, articulate goals and the benefits of change, and provide ongoing information and key support for all impacted groups and individuals
 - Communication strategy development
 - Materials development
 - Scheduling and implementation
- ➔ Development of executive sponsorship and key change leadership roles and activities
 - Sponsor/champion activities
 - Team development
 - Resistance management
- ➔ Technical roadmaps to identify key milestones in the change management process
 - Implementation schedules
 - Role-based impacts and expectations
 - Resources and access requirements

The newest software or a well-designed system will not guarantee a successful implementation. Employee adoption is the only way your organization will receive an increasing return on your technology investment. Directions can provide change management consulting and/or change management project leadership services to assist in the adoption of new technology or software.

Contact a Directions' Enterprise Account Executive for assistance with your change management needs.

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