

THE 100% USER ADOPTION JOURNEY

The 100% User Adoption Journey is customised for the client based on their needs discovered throughout the stages of the Proven Process. Sensei shares the commitment to realise business value with the client by incorporating a blended learning experience with ongoing adoption support to achieve effective change management for its people.



SENSEI CLIENT SUCCESS CHECKLIST

Putting the right conditions in place for 100% User Adoption. Take time to evaluate the readiness of your organisation for the successful user adoption of a new digital solution using this checklist.

CHANGE MANAGEMENT STRATEGY	STRONG ONGOING ADOPTION SUPPORT
<input type="checkbox"/> We recruit key executive sponsors to influence and drive the adoption of the new digital solution.	<input type="checkbox"/> We create and adjust messaging and methods based on feedback then repeat.
<input type="checkbox"/> We identify key stakeholders, champions, and user profiles upfront.	<input type="checkbox"/> We provide ongoing blended learning experience and post-implementation support for end users to keep momentum.
<input type="checkbox"/> We develop end user personas and prioritise business scenarios then link them directly to the organisation's strategic goals.	<input type="checkbox"/> We reassess and reconfirm the initial deployment to ensure that it aligns with what the users are doing in their daily jobs.
<input type="checkbox"/> We conduct a pilot and end-to-end testing of the new digital solution involving business users, champions, and IT professionals.	<input type="checkbox"/> We actively talk about what can be improved about the solution with the end users.
<input type="checkbox"/> We design and manage an adoption campaign, execute a communication strategy and launch events to promote the new digital solution.	<input type="checkbox"/> We provide fanatical support for the end users in a timely manner no matter which application or process the organisation is supporting.
<input type="checkbox"/> We build a champion program that evangelises the new digital solution alongside implementation.	<input type="checkbox"/> We reward desirable behaviours so that they get repeated throughout the community of end users.
<input type="checkbox"/> We commit to defined goals, targets and success metrics for quarterly adoption tracking of the new digital solution.	<input type="checkbox"/> We remove impediments and reinforce positive indicators to a successful user adoption of the digital solution in the organisation.
<input type="checkbox"/> We provide a standard feedback method, measure and share success.	<input type="checkbox"/> We provide access to telemetry, usage analytics and checkpoint surveys for tracking of user adoption across the organisation.
<input type="checkbox"/> We recognise the organisation's current state (baseline) and map our journey to the desired state (vision) for user adoption in the organisation.	<input type="checkbox"/> We actively engage with key resources (such as success owners and champions) to allow the execution of activities related to enabling a successful user adoption.
<input type="checkbox"/> We establish a governance model to maintain the effectiveness and adoption of the digital solution.	<input type="checkbox"/> We collaborate with Sensei over measuring and demonstrating the user adoption success at the organisation, team and individual levels.



A UNIQUE BLENDED LEARNING EXPERIENCE IS KEY

Underpinning a client's 100% User Adoption Journey is a customisable range of learning approaches that best suit the client's needs. Based on the outcomes of the Learner Needs Analysis (LNA), Sensei creates a truly high-impact, meaningful and effective learning experience to enable the successful adoption of the digital solution across the organisation.

SYNCHRONOUS LEARNING: FACILITATING HIGH PROFILE SESSIONS WITH LIVE REAL-TIME CLASS INTERACTIONS



ASYNCHRONOUS LEARNING: COMBINING LIVE SESSIONS WITH HIGH VALUE CONTENT ON-DEMAND



INSTRUCTOR-LED TRAINING (ILT)

OR



VIRTUAL INSTRUCTOR-LED TRAINING (VILT)

AND



COLLABORATIVE LEARNING

AND



SELF-DIRECTED (LEARNING IQ)

AND



TEAM-BASED ASSIGNMENTS

ADDRESSING THE FIVE MOMENTS OF NEED

1. NEW
Learning the solution for the first time

2. MORE
Wanting to learn more about the solution

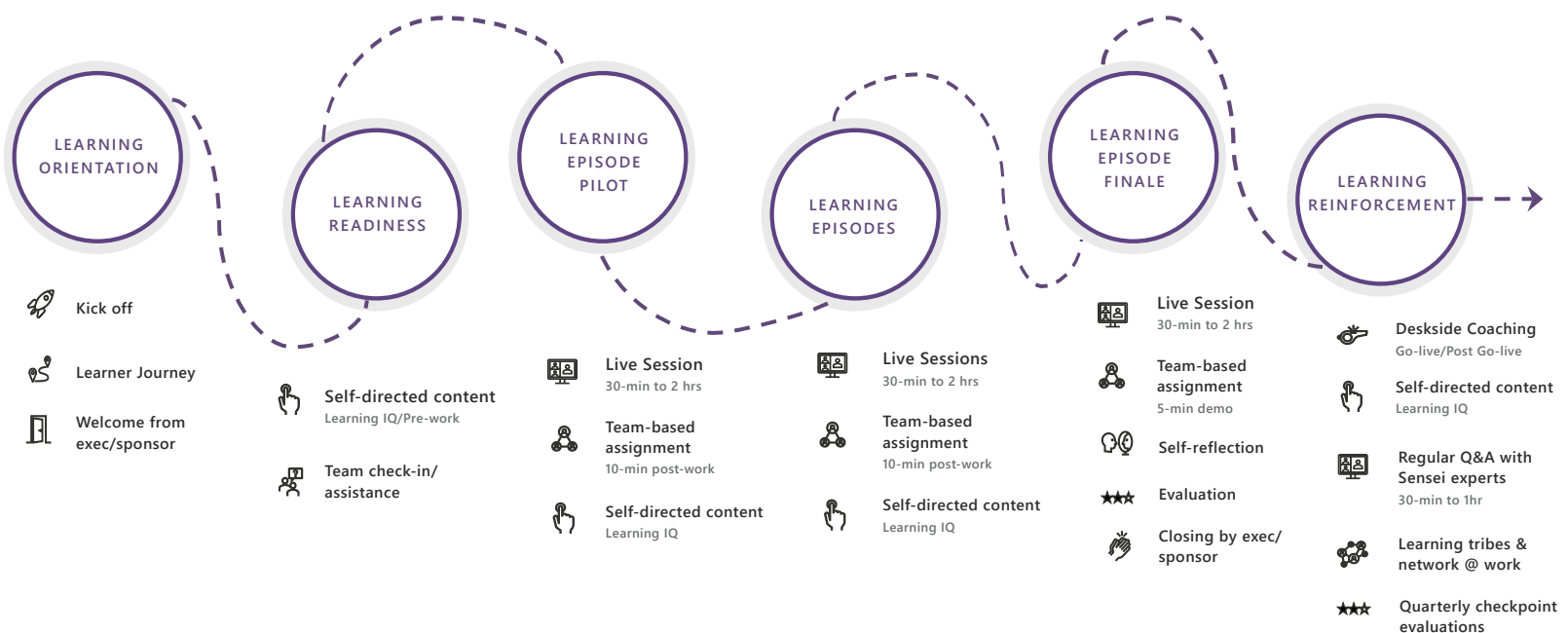
3. APPLY
Remembering and applying it in real-world scenarios

4. SOLVE
Trying to solve issues or problems as they arise

5. CHANGE
Adapting to change in skills, habits and ways

THE FORMULA: A CUSTOMISED LEARNER JOURNEY

The learner journey is customisable to best suit the preferred learning styles and existing learning culture of the client's organisation. A flexible blend of live real-time interactions, self-directed content and collaborative learning techniques is available to maximise the learning transfer in the workplace and encourage teams to become self-supporting in adopting the solution to improve their ways of working.



WHY 100% USER ADOPTION MATTERS



Poor adoption of a new digital solution impedes positive results and returns zero to little business value.



Adopting a new digital solution involves behaviour change in people and their ways of working in the organisation.



It takes more than learning of a new digital solution; it only makes one a novice, not an expert.

With the success of its clients at the core of its Proven Process, Sensei leverages years of experience and expertise in improving the way (process) organisations, teams, and individuals (people) work with technology (platform) to drive measurable results and deliver real value to the business.

