

# Seven Secrets to User Adoption Success

CONNECT the pieces for a seamless IMPLEMENTATION

## 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

Strong leadership alignment & commitment are key to opening doors and minds.

## Secret #3

Focus Training on System Tasks and Business Processes

A modern training design, development, and deployment strategy focuses on BOTH system tasks and business process changes.

## Secret #4

Design Training to Be Role Based

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.

## Secret #5

Integrate Hands-On Training & Storytelling

Use adult learning methodologies such as hands-on training and storytelling as part of the training design and strategy.

## Secret #6

Go Live Is Not the End—It's the Beginning

Provide "at the moment of need" training and integrate long-term OCM strategies.

## Secret #7

Provide Necessary Resources to Ensure Sustainment

A solid sustainment plan includes performance support materials and people resources; 75% of all learning occurs on the job!

For more on the **Seven Secrets to User Adoption Success**, watch this recorded webinar where transformation experts share personal stories, real-world examples, and best practices for user adoption and change management to support successful enterprise software implementations.

[VIEW recording](#)

