

# OpenText User Adoption and Workforce Performance workshop

A Learning Services workshop to help businesses achieve effective user adoption of OpenText solutions using key best practices



**Improve** user adoption



Meet **regulatory compliance**



**Increase productivity** and satisfaction



**Accelerate** the introduction of new applications

**Change can be uncomfortable. Businesses that deploy new technology solutions can sometimes be met with reluctant users, unmanaged content, users who revert to old habits and users who work around the system instead of within it.**

Effective user adoption is the single largest factor that impacts the ROI of an Enterprise Information Management (EIM) solution. While much energy is spent deploying a technology solution, this is only the first step in the adoption evolution process.

Adoption means changing people's behavior to make collaboration and information management integral to the way they work. The best laid planning, deployment and up-front training cannot overcome the ongoing adoption challenges presented by reluctant users, evolving processes and organizational dynamics. Success is measured by the extent to which people embrace and incorporate new practices and behaviors into their daily work routines and adopt and adapt the technology for their purposes.

Through a variety of activities and discussions, the OpenText User Adoption and Workforce Performance workshop guides organizations through the processes and best practices required for accelerating adoption and continued increase in workforce performance.

## **Improve adoption**

The User Adoption and Workforce Performance workshop aligns user adoption efforts to the objectives and phases of an organization's overall EIM program.

[↗ Learn more](#)

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## Meet regulatory compliance

The User Adoption and Workforce Performance workshop helps to guide staff to follow correct processes to assist organizations in meeting their regulatory compliance goals.

## Increase productivity and satisfaction

The User Adoption and Workforce Performance workshop helps to determine what users need to excite, inspire and encourage them to make EIM a daily habit, resulting in increased productivity and satisfaction.

## Accelerate the introduction of new applications

The User Adoption Workforce Performance workshop is specially designed to drive user adoption of any OpenText applications across the organization

## OpenText Learning Services

OpenText Learning Services helps to maximize user adoption, satisfaction, productivity and return on investment.

The one-day User Adoption and Workforce Performance workshop guides the core business team through key adoption decisions such as the route to:

- a. An effective deployment plan.
- b. Diagnosing adoption issues with existing deployments.

## Audience

Executive sponsors and stakeholders, project implementation team, business analysts, training professionals or business consultants

## Workshop takeaways

- Develop an adoption strategy, including an understanding of the organization's vision for deployment and the culture of change
- Align adoption efforts to the objectives and phases of the overall EIM program, making them both valid and valuable for the individual user
- Determine what users need to excite, inspire or nudge them to make EIM a daily habit
- Design a communication plan and explore unique communications delivery methods
- Discuss a training plan and strategy for initial, informal and on-demand learning as well as continued knowledge sharing
- Investigate what can be done for those who have already taken the first steps to determine what's next and better
- Take the pulse of the adoption and adaption progress and set KPIs, gather metrics and report on user adoption to encourage its evolution