



# 5 Technology Change Management Adoption Trends for 2024

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# Introductions

Working with you side-by-side, every day



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# Agenda



The state of change management



5 technology change management trends

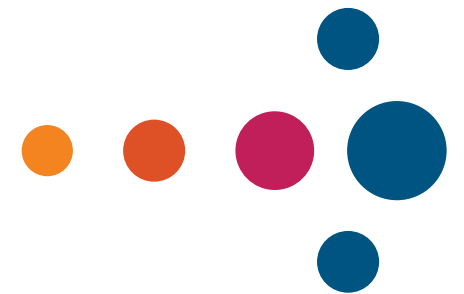
- 1 Digital Transformation and Agile Methodologies
- 2 Employee-Centric Approach
- 3 Data-Driven Decision Making
- 4 Hybrid Workforce Management
- 5 Integration of Change Management with Project Management



Wrap up



Q&A



# The State of Change Management



**75%**  
of ERP implementations fail.

Source: Forbes, 2021

# Why do it?

## Evaluation Criteria

- 40 companies
- Expected value\*
- 12 factors
- 3 organizational levels
- Change management effectiveness

\*Expected Value = 100%

## Senior Managers

- Commitment
- Communication
- Financial incentives
- Nonfinancial incentives
- Leadership
- Stretch targets

## Middle Managers

- Decision authority
- Skills in managing people
- Skills in managing projects

## Frontline Staff

- Skills
- Tools
- Motivation

## 11 Companies

had effective change management at all **3** levels of their organization.

Value Captured

**143%**

## 7 Companies

had effective change management at **2** levels of their organization.

Value Captured

**129%**

## 11 Companies

had effective change management at **1** level of their organization.

Value Captured

**68%**

## 11 Companies

had **zero** effective change management at **any** level of their organization.

Value Captured

**35%**

Source: "Helping employees embrace change." LaClair, Jennifer A. and Ravi P. Rao

# 5 Technology Change Management Trends





1

# Digital Transformation and Agile Methodologies





# Transformation and Agility...

Digital transformation with agile methodologies provides organizations with a powerful framework to navigate the complexities of today's digital landscape. Such as:

- Technology Adoption
- Cultural Shift
- Iterative Development
- Cross-Functional Teams

Establish a cross-functional change management team that includes representatives from different departments.

This team will help drive and support technology change efforts, ensuring diverse perspectives are considered.

Provide training to employees on agile principles. Emphasize the importance of:

- Collaboration
- Adaptability
- Customer focus

Ensure that everyone understands the agile mindset when it comes to technology implementations.

# Technology Adoption and Agility



- Embrace Agile Change Management.
- Cross-Functional Collaboration.
- Agile Leadership.
- Iterative Planning and Feedback.
- Flexible Communication Strategies.
- Change Champions and Advocates.
- Adaptive Documentation.
- Risk Management and Contingency Planning.
- Measure and Adapt.

2

# Employee-Centric Approach



**This involves active  
engagement.**

# Technology implementation success relies on people...



- Early and Transparent Communication.
- Inclusive Decision-Making.
- Flexible Implementation Timelines.
- Continuous Feedback Channels.
- Recognition and Celebrations.
- Post-Implementation Support.
- Wellness and Work-Life Balance Considerations.
- Measuring Employee Satisfaction and Adoption.

3

Data-Driven  
Decision-Making



**Let the Data Speak  
for Itself.**

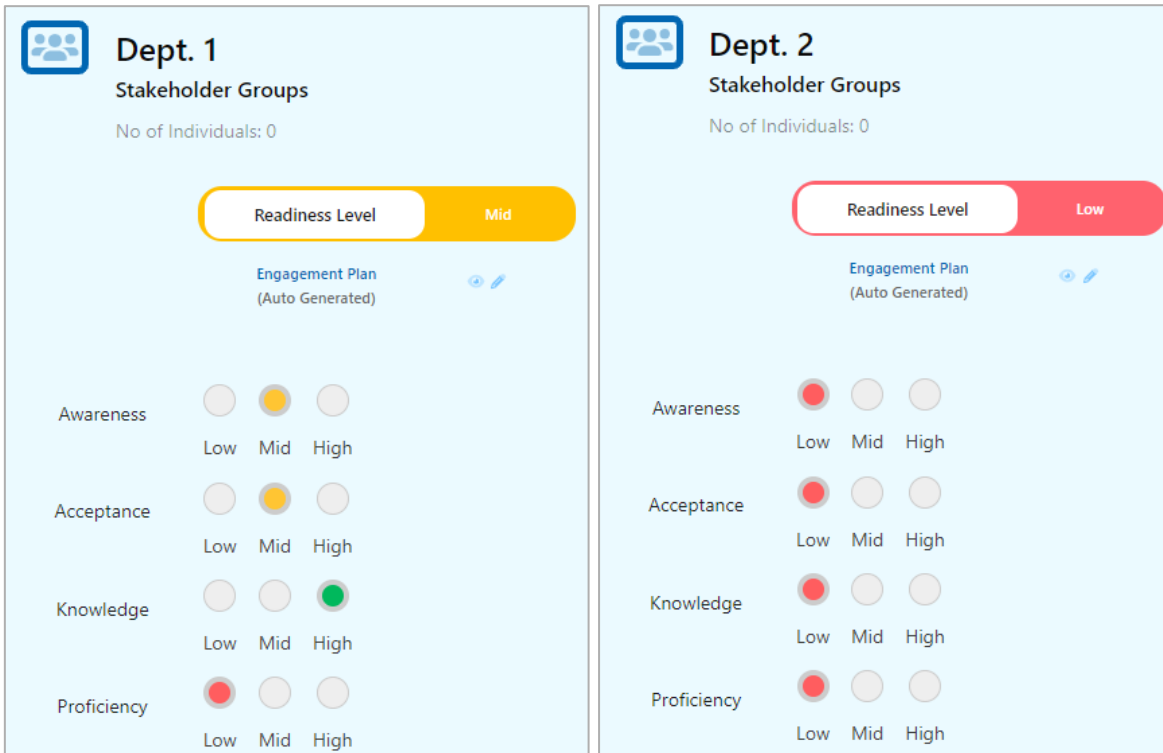
# How to make data-driven decisions to ensure technology adoption success



- Define Key Performance Indicators (KPIs)
- Conduct Baseline Assessment.
- Utilize Technology for Data Collection.
- Continuous Monitoring.
- Benchmarking Against Industry Standards.
- Communicate Data Insights.
- Respond according to results – so action based on people's input.



# Organizational Readiness Assessment Sample Data



## Readiness Engagement Plan for Dept. 2 Stakeholder Groups

### Awareness

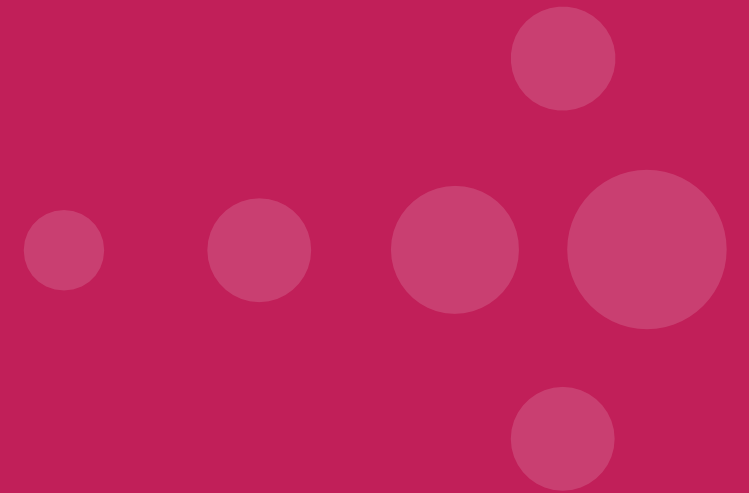
This stakeholder group has a low level of awareness about the project. This increases project risk significantly because low awareness can lead to resistance and the inability to successfully adopt the required changes.

To help increase change awareness for a stakeholder group with low awareness:

- Tailor the message
- Use various communication channels
- Provide the stakeholder group with a concise and understandable version of its "WIIFM" (What's In It For Me)



# Hybrid Workforce Management



# Flexibility Matters!

Change management strategies for technology adoption

**With the increasing acceptance of remote and hybrid work models, change management strategies will need to address the challenges and opportunities presented by distributed teams. Ensuring effective communication and collaboration across virtual environments will be crucial to support technology adoption.**

# Continue to incorporate...

- Flexible Communication Channels.
- Hybrid Collaboration Tools.
- Remote Onboarding and Support
- Hybrid Collaboration Spaces.
- Performance Metrics for Both Settings.
- Teambuilding Opportunities.



5

# Integration of Change Management with Project Management





# Project Management Vs. Change Management

# Change Management Vs. Project Management

Project Management is about getting the **System** ready for the **Organization**.

Change Management is about getting the **Organization** ready for the **System**.

It's the **Art** and **Science** of helping individuals make the shift from point "A" to point "B" as smoothly as possible to **achieve business results!**



# Connecting Project Management and Change Management to drive technology adoption



- Start Early.
- Develop a Change Management Plan.
- Align Change and Project Objectives.
- Establish Clear Roles and Responsibilities.
- Create Collaborative Planning Sessions.
- Integrate Communication Plans.
- Conduct Regular Check-Ins and Status Meetings.
- Integrate Risk Management.
- Establish Metrics for Success.



# Digital Transformation and Agile Methodologies

Employee-Centric Approach

Data-Driven Decision-Making

Hybrid Workforce Management

Integration of Change Management with Project Management

Let's work **together**

Discussion





## Contact us

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