



# How can we influence positive and sustainable change during these tricky times...

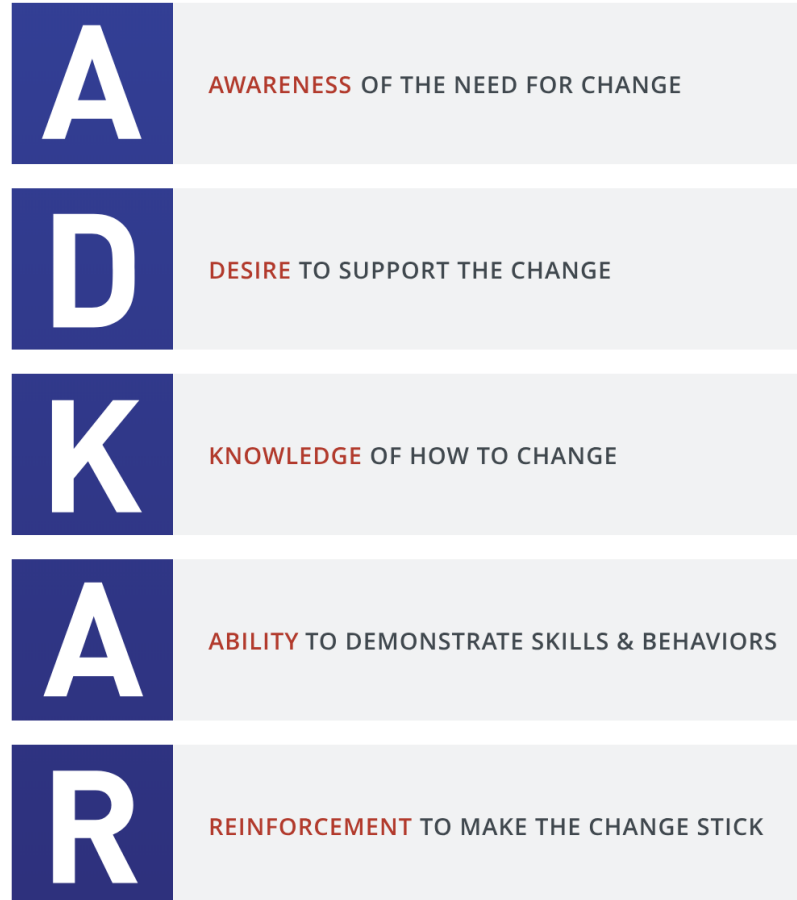
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Hable

# Agenda



- Impacts on the ADKAR Change Management Methodology
- How we modify learning
- Emphasis on reinforcement activities

# ADKAR Change Management Methodology



# Example - "Intro to Microsoft Teams"



**Move around Teams**  
Use these buttons to switch between Activity Feed, Chat, your Teams, Calendar & Files.

**View and organise teams**  
Click to see your teams. In the teams list, drag a team name to reorder it.

**Every team has channels**  
Click one to see the files and conversations about that topic, department, or project.

**Start a new chat**  
Launch a one-on-one or small group conversation.

**Add tabs**  
Highlight apps, services, and files at the top of a channel.

**Use the command box**  
Search for specific items or people, take quick actions, and launch apps.

**Manage profile settings**  
Change app settings, change your pic, or download the mobile app.

**Join a team**  
Find the team you're looking for or join with a code.

**Add files**  
Let people view a file or work on it together.

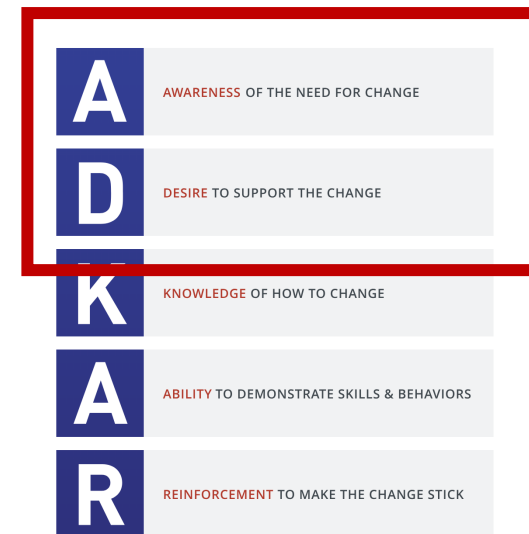
**Reply**  
Your message is attached to a specific conversation.

**Compose a message**  
Type and format it here. Add a file, emoji, GIF, or sticker to liven it up!

# Understanding how You work today



1. “How does this impact me”
2. Linking key business processes to the product – not the other way round
3. Contextualise on the spot
4. Any planning or upfront knowledge of the group is essential
5. Get the audience talking



# Reinforcement is key



- Virtual floorwalking
- Decommission the old
- Change the way we learn – gamification
- Invest in a Champions Network
- Regular communication

# Thank you



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