Office 2007 – Rollout Prep from the End User Perspective

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Office 2007 presents significant changes in user interface and overall document production and management processes. In order for a firm to protect itself from a negative impact on productivity among users new to the Office 2007 interface, education and orientation must be a key consideration before, during and after the rollout. We address shrinking classroom training time and how to educate user groups about the change and prepare them to work in the new software without interruption. We’ll help you make your Office 2007 rollout a huge success!

How can we...
- Decrease negative impact?
- Maintain productivity?
- Increase user adoption?
- Survive another change?
What you do...

Before | During | After

...will determine how well your users adopt this new environment

Communication

- Communicate the Vision
- What you are doing
- Why you are doing it
- Focus on the future
- Communicate the consequences
Raise Awareness

- Provide people with good information before they see the new environment
- Structure awareness content with an informative tone
- Move attitude away from “necessary evil” to enthusiasm
- Synchronize marketing materials with learning content that will follow

Raise Awareness Examples

- Technology commercials
- Flyers
- Advertisements
- Signs and posters

Road Shows

- WOW them by showing the technology
- Early for firm management
- Closer to rollout for learners
- Demos and Webinars
Pre-Learning

- Targeted eLearning pieces
  - Office button
  - New ribbon interface
  - Outlook changes
  - Locating commands
- Learning kiosk

Before | During | After
Minimize Disruption

- Not possible to absorb all the new features
- Goal is to use the new version to do all the basics tasks they could do before
- Content should be focused on “What is different” and “What happened to..”

Don’t assume that everyone needs to learn every new feature

Skill-Based Behaviors

- Things that we learn to do automatically
- Driven more by motor and muscle response than cognitive processing
- Can be difficult to change
- Requires hands on practice

Learned Failure

- It didn’t work the first time – I won’t try it again
- People give up on the task
- Getting them to try again is a challenge
Inertia

- When there is a solution that already works for them, why change?
- Need to prove there is a better and easier way
- Need to show improvements in technology

Learning Plans

- Group specific
- Show progress from before activities
- Get commitment for further learning
- Form a learning community

Sample Learning Plan
Make Learning Stick

Goals for the Classroom
- Short Segments
- Quick Review Activities
- Passive vs Active Listeners
- Timely and Terrific

Link
- Link what they have just learned to what they already know
Fun

- Have fun while they learn

Sixty Second Activities

Fast paced
Must keep our attention
Shorter attention span
Images have power

Connections

Opening of session

Connect to:
- Learning goals
- What they already know
Mark Ups
- Remain Focused
- Think about topic
- Meaningful/Memorable
- Relate to Material

Commit to Learning
- Make Connections
- Explain Concepts
- Practice Skills
- Celebrate Learning

The Training Map
Before | During | After

Floor Support
- Coach Cruises – floor support with attitude!
- Use a targeted checklist
- Track issues and learning
- Document FAQs
- Build a learning community
Informal Learning

- Encompasses as much as 60-80% of learning today
- Asking for help
- Poking around and trying to learn
- Using self-help resources and reference materials

Gain Productivity

- Help users dive into new features
- More detailed how-to topics
- 2-3 weeks after deployment
- Traditional classroom style
- Additional elearning options

Coaching

- Commitment to learn more
- Desire to adopt different behaviors
- Prescriptive for that learner
Track Learning

- Establish learning goals
- Show progress from pre-learning, rollout training through on-going
- Learning plans are specific to learning needs
- Reports that show progress across the firm

Track Learning Sample

Celebrate!

- Reward
- Recognize
- Praise