BUILDING A FIRM FOUNDATION FOR CHANGE

ONE BRICK AT A TIME

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• USDA provides leadership on food, agriculture, natural resources, and related issues based on sound public policy, the best available science, and efficient management.

• USDA’s activities includes expanding markets for agricultural products and support international economic development, further developing alternative markets for agricultural products and activities, providing financing needed to help expand job opportunities and improve housing, utilities and infrastructure in rural America, enhancing food safety by taking steps to reduce the prevalence of foodborne hazards from farm to table, improving nutrition and health by providing food assistance and nutrition education and promotion, and managing and protecting America’s public and private lands working cooperatively with other levels of government and the private sector.

• For more information, visit us at http://www.usda.gov
REVIEWING LESSONS LEARNED

REVIEWING LESSONS LEARNED AND BEST PRACTICES

- Plan for communication activities to begin 60 to 90 days before go-live
- Online courses and job aids to address new functionality must be available at go-live or shortly thereafter
- Communication messages should be designed differently for each audience
- Posters and Home Page communications can work well to:
  - Create awareness
  - Generate excitement
  - Provide information on available resources
- Post launch communications should focus on specific learning resources now available for each audience
- Training should be consider each audience and include required, revision, and refresher resources
- Change champions promote change from within, enabling the most effective change
IDENTIFYING THE SCOPE OF CHANGE

Users and Supervisors

- Catalog search
- IDP
- Supervisor Navigation
- Alternate Supervisors
- Delegates
- Org Owner Dashboard
IDENTIFYING THE SCOPE OF CHANGE - 6.1 TO 6.4

Organizational Officers, Managers, Executives
- Talent Management
- Organization Owner Interface, Reports

Administrators
- Completely New Navigational Interface
- New Record layouts
- Preferences, Bookmarks, Recents
- Guided Mode, Wizards and Recommended Next
- Cross Entity Linking
- Search and Filter

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An SAP Company
RESOURCES NEEDED TO AFFECT CHANGE

- Communication
  - Branding, Giveaways
  - Teaser Email Campaign
  - Posters
  - Launch Event
  - Webinars
- Training – The Three R’s
  - Revision
  - Required
  - Refresher
- Change Champions
  - Executive Management Champions
  - AgLearn Agency Leads
  - Office Champions
COMMUNICATION FOR END USERS

- Branding
- Teaser Email Campaign
- Posters
- Launch Event
- Webinars
COMMUNICATION FOR ORGANIZATIONAL OFFICERS, MANAGERS, AND EXECUTIVES

- Briefings
- Webinars
- Strategic Workshop

COMMUNICATION FOR ADMINISTRATORS

- Strategic Workshop
- AgLearn Agency Leads Meetings
- AgLearn Central SharePoint Site
TRAINING
REVISION
REQUIRED
REFRESHER

TRAINING FOR END USERS

Revision Training
• Webinars
• Quick Start Reference Card
• Getting Started Guide
TRAINING FOR END USERS

Required Training – Online Courses
- Introduction to AgLearn
- Supervisor Features in AgLearn
- IDP Introduction
- External Requests (SF-182)

TRAINING FOR END USERS

Refresher Training
- Webinars
- Job aids
- Newsletter
TRAINING FOR END USERS

Informal Learning

- Ask AgLearn Now Online Knowledgebase
- USDA Connect Social Network Site
- AgLearn Help Desk Support

TRAINING FOR ORGANIZATIONAL OFFICERS, MANAGERS, AND EXECUTIVES

- Strategic Workshop
- Briefings Upon Request
- AgLearn Agency Lead Meetings
- Webinar “LunchBytes”
TRAINING FOR ADMINISTRATORS

Revision Training
- Traditional Classroom Delta Training
- Virtual Classroom Delta Training

Required Training
- Online Courseware for each Admin Role
- Traditional Classroom Full Admin (5 Day)
- Virtual Classroom By Admin Role (new)
Refresher Training

- Agency Leads Meetings
- AgLearn Central
- Job Aids
- Admin Toolkit

CHANGE CHAMPIONS
CHANGE CHAMPIONS

- Executive Change Champions
  - USDA Virtual University Provost
  - USDA Chief Learning Officer
  - Chief Information Officer
  - Chief Human Capital Officer
  - Training Officers Consortium
- AgLearn Administrator Change Champions
  - AgLearn Agency Leads
- End User Change Champions (New)
  - Office Champions

SUMMARY

- Incorporate best practices and lessons learned in your foundation for change
- Prepare audiences with solid communication campaign
- Address training needs over the course of implementation with a variety of approaches
- Utilize change champions to enhance your efforts and promote change from within
THANK YOU!