



Session Title: You Don't Just Flip the Switch: Integrating People and Technology

Session Summary:

Even the best Enterprise Resource Planning Systems (ERPs) are only as good as the people that use them and the people that help the organization prepare for their implementation. Many organizations are not prepared for the multiple initiatives and actions needed for successful implementation of such technology. Getting people to use new technology requires more than just training – it requires obtaining and maintaining buy-in and support. To achieve success a new technology implementation requires strategic communication, a clearly understood strategy, strong committed leadership and a detailed change management and governance plan. Often employees resist the implementation of ERPs and other new technologies because they don't understand why the technology is necessary or how it will help them do their jobs. They often feel overwhelmed by the processes, terminology, and technical nature of this type of change. This workshop will provide tools and information in an effort to ease these concerns and help lead to successful implementations.

*You may also view our whitepaper on this topic entitled, *Integrating People and Technology: Enabling your people to successfully adopt the use of new and emerging technologies*. It is available on our website at: <http://tolerosolutions.com/useful-resources/whitepapers-articles>

This program will provide participants:

- Tips for success during technology change initiatives for both change leaders and employees
- An overview of a communications and governance approach for technology change initiatives
- An overview of ERPs including definitions of specific terminology often used in technology implementations
- Highlights of certain pitfalls and challenges that often occur during technology change initiatives
- A summary of definitions and sample roles and responsibilities associated with ERP implementations
- Real life examples of successful organization and change management processes that can be used as a model for guiding the implementation of new technology

Lead Contact (Presenter/Facilitator):

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Session Details:

- Preferred Format: Face to Face (short version can be customized for virtual delivery)
- Length: Offered in short and extended formats – 2 hour and 4 hour workshops, additional customization is available
- Maximum number of participants: Various depending on desired organizational outcomes and format

Content Focus:

- Technology (ERPs)
- Change Management
- Strategic Communication
- Leadership Development
- Process and Requirements Definition
- Team Performance

Session Description & Learning objectives:

- Educate the audience on ERPs, helping to alleviate any feelings of being overwhelmed and unprepared that may arise when faced with the challenge of integrating an ERP within the organization
- Provide a foundation of understanding for the unique and sometimes daunting task of implementing an ERP
- Offer an overview of ERPs including definitions of specific terminology often used in technology implementations
- Teach participants the importance of having a communications and governance approach and highlight a sample methodology
- Inform participants of some of the possible roles and responsibilities changes that may occur associated with ERP implementations and how to map current to future to roles
- Highlight some of the pitfalls and challenges of a technology change initiative and offer tips for success for both change leaders and employees
- Provide real life examples of successful organization and change management processes that can be used as a model for guiding the implementation of new technology
- Several useful tools and real life examples will be presented that will demonstrate how some managers have successfully overcome the challenges of merging people and technology within their organizations

What need, problem or issue the session addresses:

This session will address the frequent problems many organizations face when dealing with the implementation of ERP and other new technologies. It provides a foundational understanding of what an ERP effort encompasses, and some of the necessary and sometimes unique actions required for a successful implementation. The workshop will provide an overview of a holistic and systems approach to technology change management.

Expected take-aways for the participants-what they will learn and how they will benefit:

At the end of the workshop participants will have a basic understanding of ERPs, what they are, how they function at a high level and why they are important. (and in some cases such as in Gov't why they are mandated). Tips of how some managers have successfully overcome the challenges of merging people and technology within their organizations will also be highlighted. Participants will benefit from leaving the session, with tools and templates used with success in past ERP efforts, such as change management processes, terminology and definitions, an ERP glossary, and an overall high level approach (inclusive of a change management and communications process) for managing the integration of people and technology. Participants will also learn sample roles and responsibilities, and gain tips for success aimed at both change leaders and employees.

Biography:



Facilitator: Scott Span, MSOD, is President of [Tolero Solutions](#), an Organizational Development and Change Management consultancy. Tolero Solutions specializes in developing people and organizations to be more responsive, focused and effective to facilitate sustainable growth. Scott successfully delivers organizational improvement solutions to staff teams, individuals and organizations in multiple areas including change management, with a focus on the integration of people and technology, culture change, leadership development, engagement, retention, performance and sustainability. He has He is an author on various topics of organizational development and the creator of the [Recruitment and Retention Lifecycle™](#). His results have not only helped achieve desired goals, but have also increased personal growth and development, leading to a more efficient and effective work environment. He holds a Masters in Organization Development (MSOD) from American University and the NTL Institute. He is also certified in the (FIRO-B) FIRO Element B behavior instrument powered by The Human Element. Additionally he holds Process Mapping and Balanced Scorecard Certifications. He may be reached at scott.span@tolerosolutions.com.
