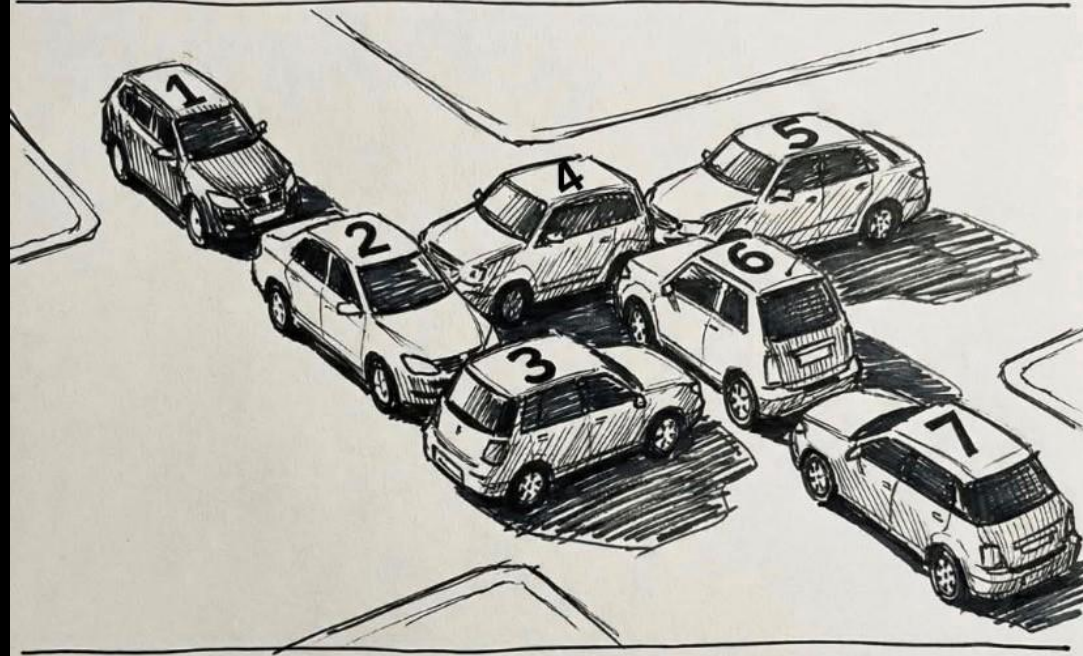


TEST YOUR BRAIN!!!



**WHICH CAR IF PUT IN
REVERSE WILL SOLVE
THE TRAFFIC PROBLEM**

WMMUG 2026 Keynote

Successful Change Management

It doesn't have to be complex!



Technology Training
& Consulting, Inc

Anne Antonelli

**Maximo Usability Expert and Founder of
Technology Training & Consulting, Inc. (TTC)**



**Why should
you even do
OCM?**



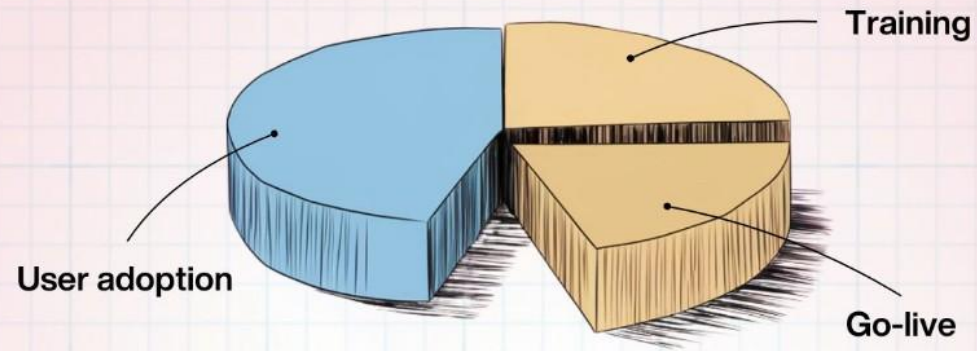
**ONE REASON PEOPLE
RESIST CHANGE
IS BECAUSE
THEY FOCUS ON
WHAT THEY
HAVE TO GIVE UP
INSTEAD OF
WHAT THEY
HAVE TO GAIN.**

WIIFM?

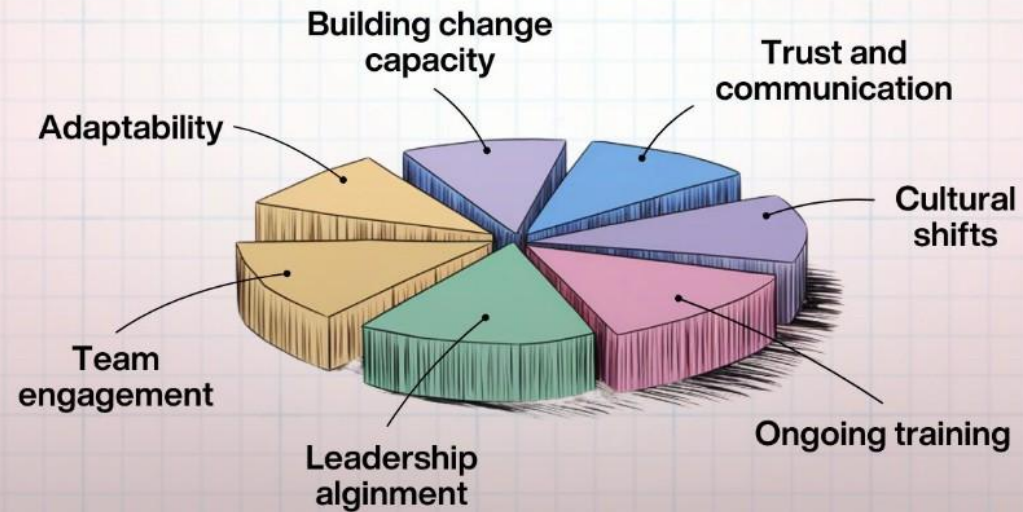
What's in it for me?



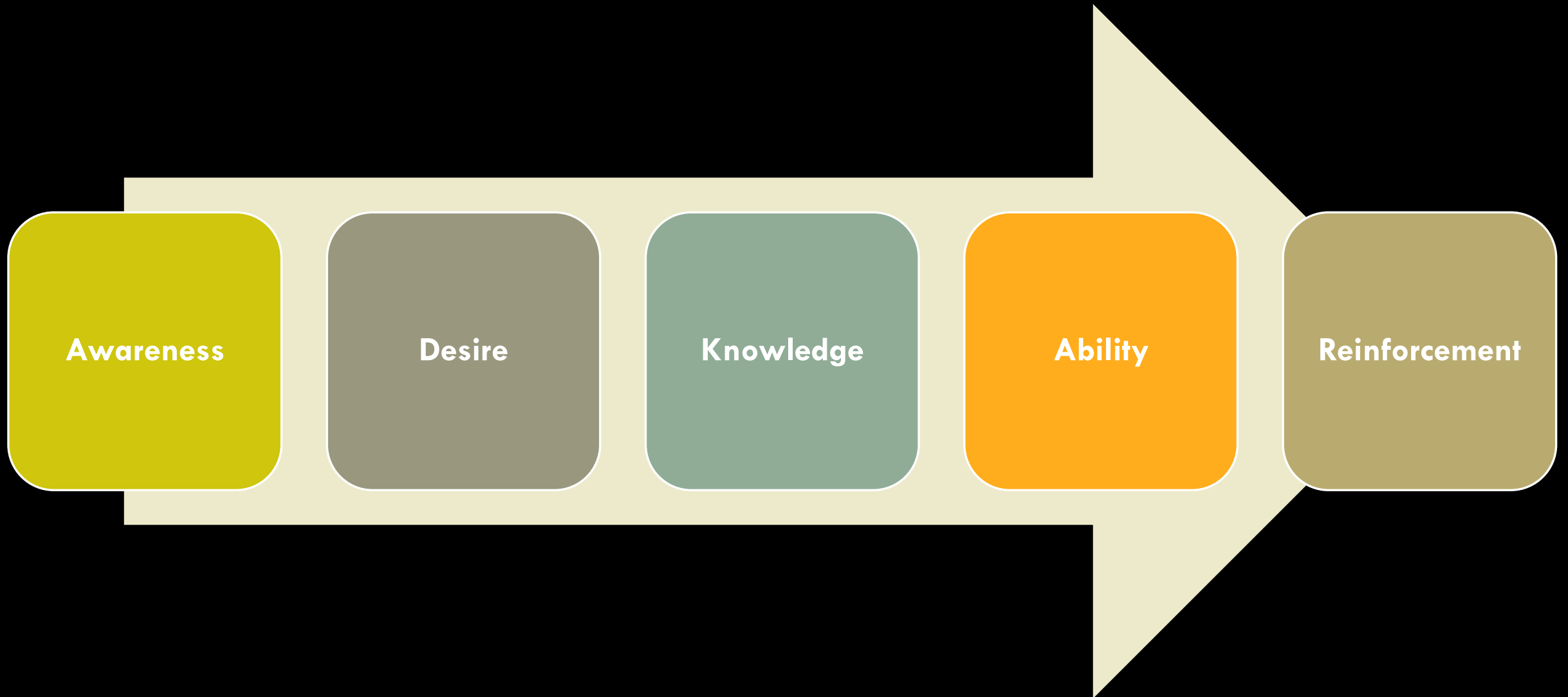
What they think Change Management is about



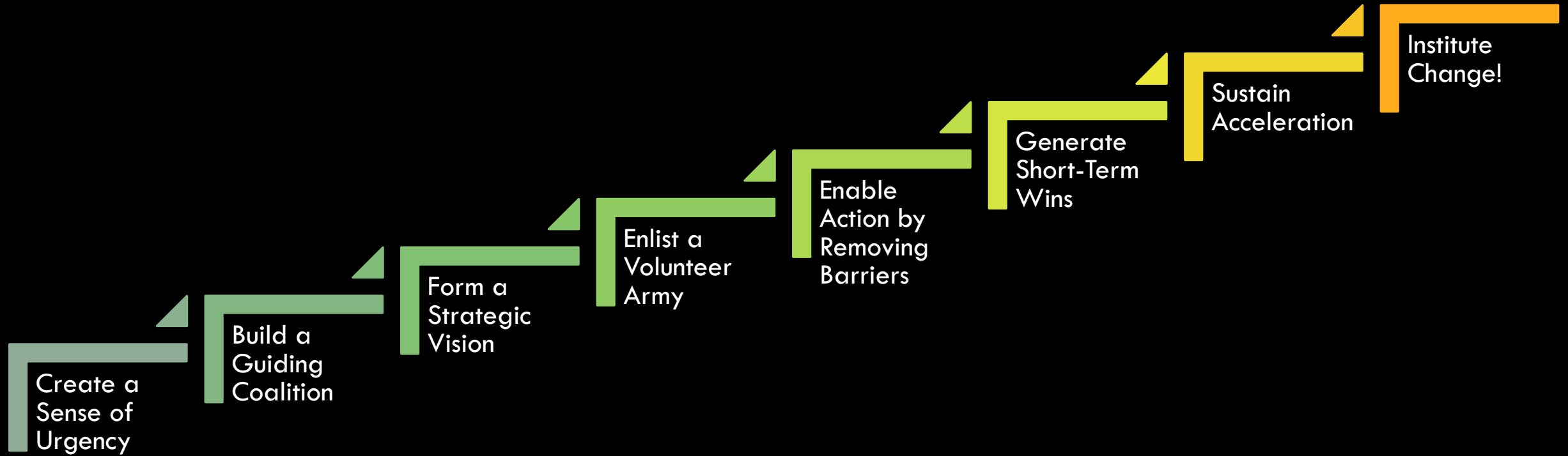
What Change Management is actually about



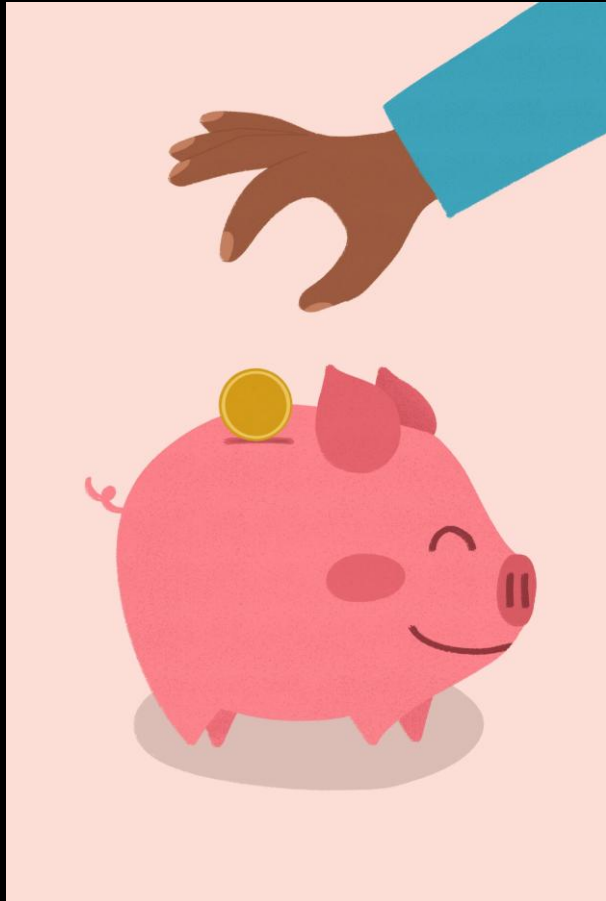
ADKAR



Kotter



What do these 2 methodologies have in common?



Common OCM Tasks

1. Stakeholder Assessment.
2. Change Readiness Assessment
3. Training Needs Assessment
4. Change Impact Assessment
5. Communication Plan
6. Feedback Loop
7. Suggestion Box
8. Town Hall Meetings
9. New Features Videos and Demonstrations
10. Posters
11. Newsletters
12. Articles
13. Emails
14. SharePoint or Intranet Site

OCM Don'ts

1. OCM is not just emails
2. Professional not required
3. Magic number 21

I used to think that **communication** was key until I realized **comprehension** is. You can communicate all you want to someone but if they don't understand you, it won't reach them the way you need it to.

Measure Everything!

- How many people attend any events?
- How many questions do you get from your feedback loop or suggestion box?
- How many assessment surveys are completed?
- How many informational sessions do you provide?
- How many posters do you create?

Bring it all to the Post Project Lessons Learned Session

- Here are some of the things I have heard at these meetings:
 - We barely had any calls or tickets during go live week.
 - People really liked the training.
 - This was the best go live I have ever been a part of.
 - No one is beating me up over this upgrade.

What questions can I answer?

Anne Antonelli

Thank you for attending!

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