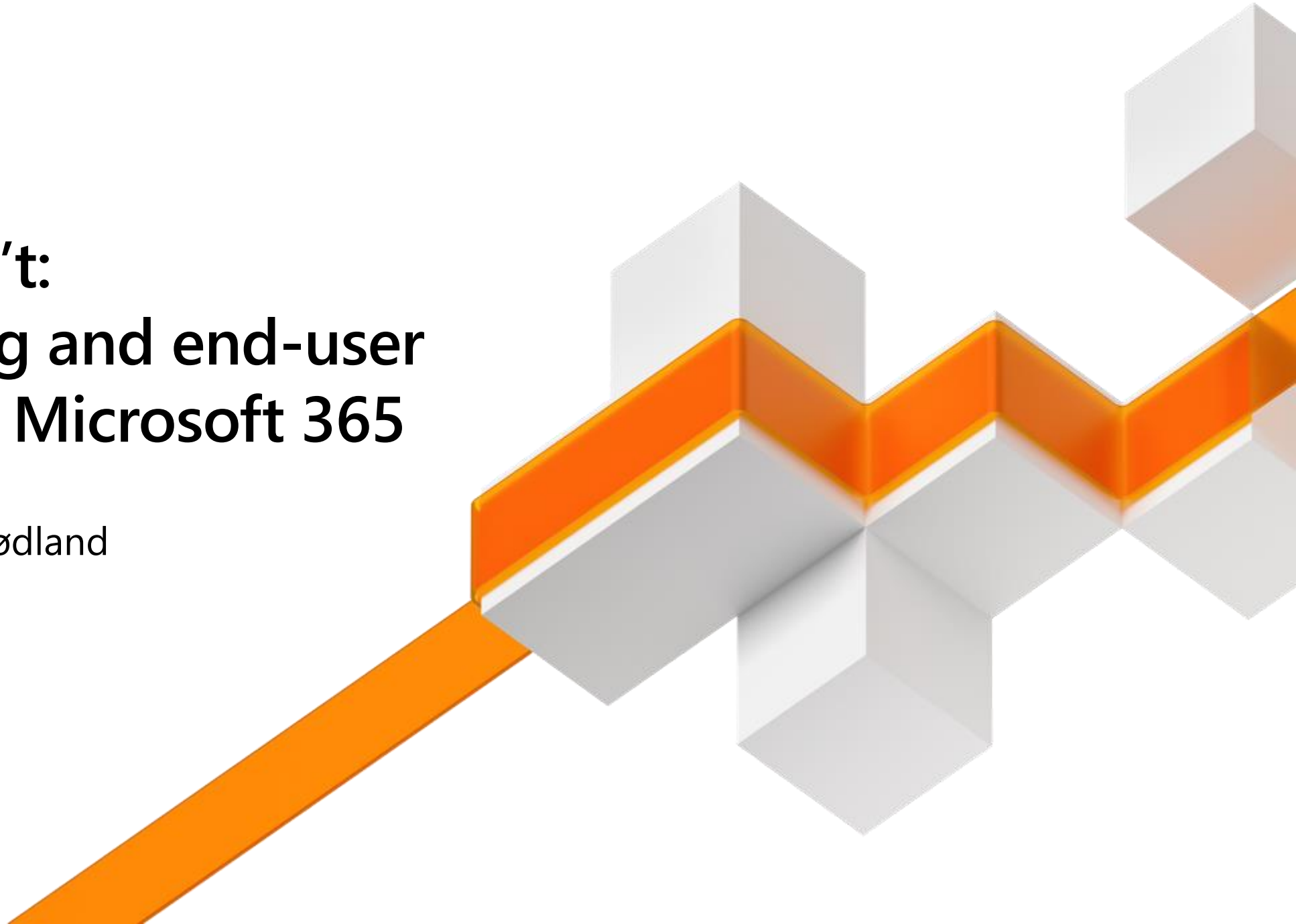# Microsoft Ignite
The Tour

Do and don't: On-boarding and end-user adoption of Microsoft 365

Alexander Solaat Rødland
Senior Consultant

How do we motivate?

- Working environment?
- Off-hour activities?
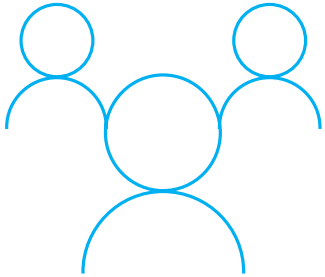- External or internal motivation?

How do we inform?

- "Word on the street"?
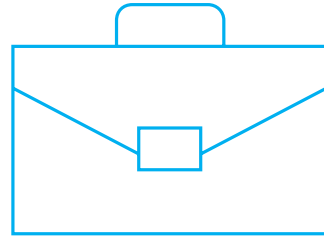- Department meetings?
- Internal publications - Teams?
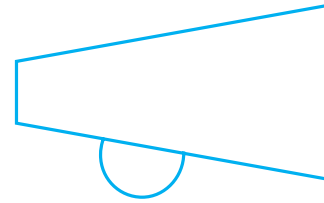
Main focus areas in adoption
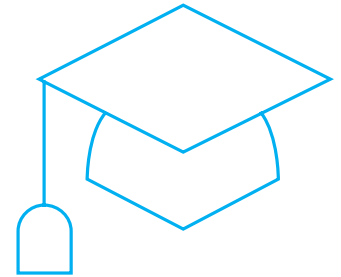
Power users /
champions

Scenarios

Awareness &
campaigns

Train the end user
Ready the help desk

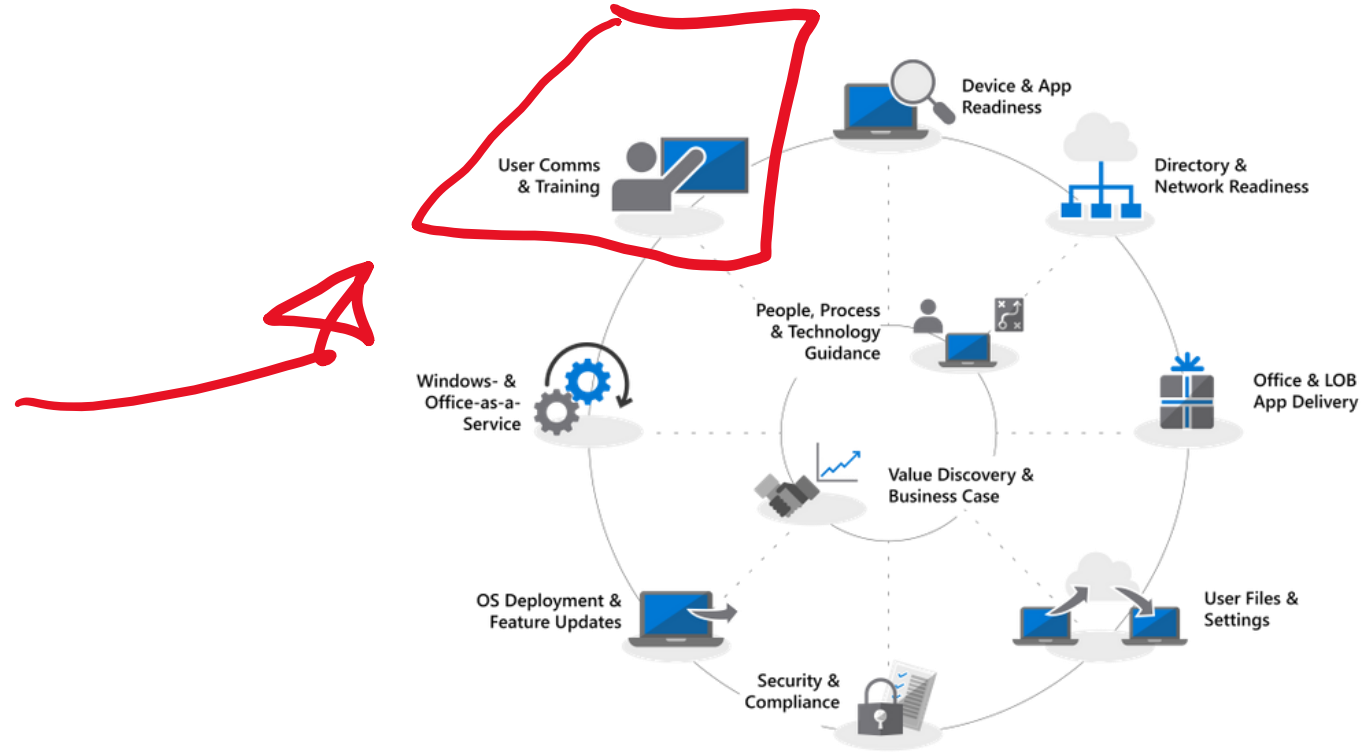Windows 10   Office 365   EM+S

Key sections

· Know thy user, for thy user is not thee

· Define success

· Motivation is the key!

Microsoft 365 learning pathways
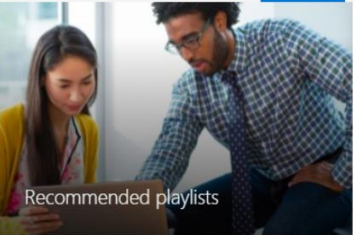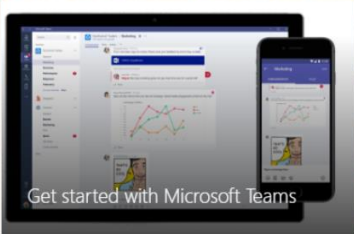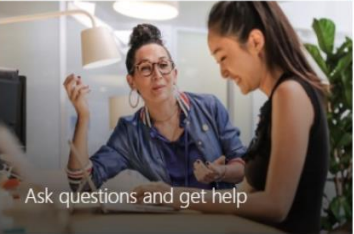
Customer Immersion Experience
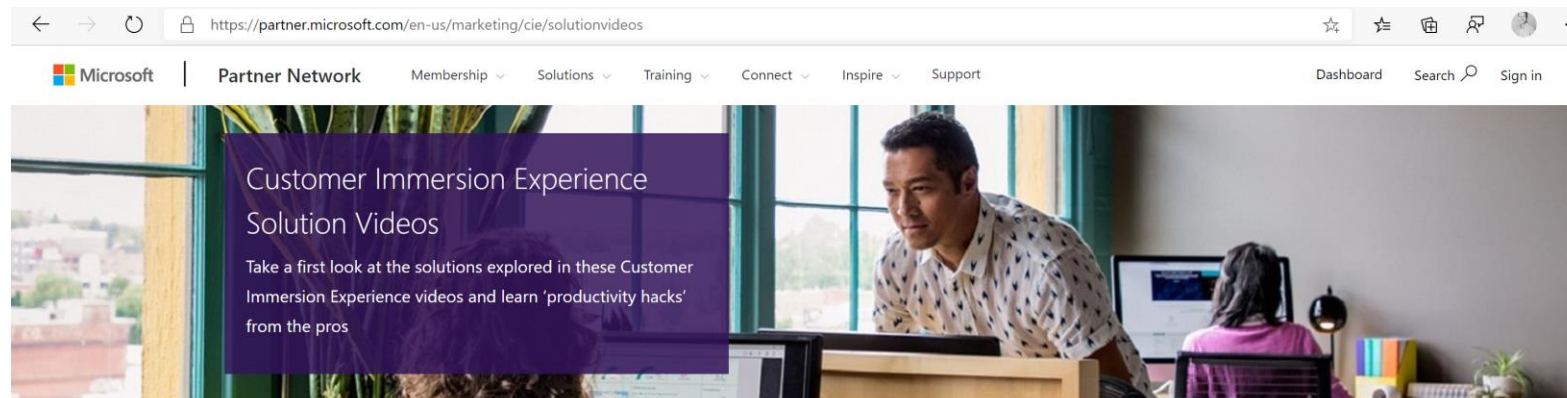
Challenges

- Lack of planning and informing
- Lack of follow-up
- Don't make them think
- The slippery-slope effect
  - Once it's out…

User guides

Pamphlets, videos, guides and hands-on
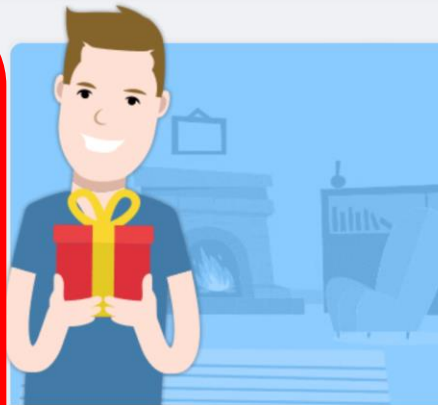
Success

· Plan and communicate

· Respect

· Make the pilots happy

· The bandwagon effect

Understanding motivation and emotions

"...the conclusion of new research from Finland, which found musicians who consider their instrument an extension of themselves are more confident and feel less performance anxiety."

Thank you

...And please remember the evals

Alexander Solaat Rødland
Senior Consultant
Innofactor

Twitter: @alexsolaat
Blog: https://solaat.no
LinkedIn: https://www.linkedin.com/in/alexsolaat