

THE DO'S AND DON'TS OF HUMAN SERVICES TECHNOLOGY IMPLEMENTATION



Rolling out new technology at your human services agency?
Follow these tips to set yourself up for success:

DO THIS

Implementation Team

Include various roles and departments, including coaches, IT staff, trainers, peer advocates, and others, in your implementation team.

End User Input

Gather input to understand what technology your workers are comfortable with using, & what problems they've had with past solutions.

Communication

Communicate with workers early and often throughout the implementation process. Develop a plan that includes communication details.

Risk Mitigation

Determine how to avoid or reduce potential risks associated with new technology before implementing it.

Timing

Take into consideration how much time staff needs to manage their day-to-day work and other priorities when you develop the implementation timeline.

Training

Provide interactive, hands-on training in the environment where workers will use the technology, plus ongoing coaching and mentoring to ensure they're comfortable with using it.

Feedback

Regularly collect and share feedback, issues and best practices with all staff as they learn the new technology.

Employee Roles

Evaluate employees' roles as they start using new technology to see if hours (or days) can be shifted to other tasks that allow them to better serve your clients.

NOT THAT

Implementation Team

Limit your implementation team to company executives and the IT department.

End User Input

Assume you know what technology your workers want, or that they'll use whatever you implement just because you tell them to.

Communication

Leave workers in the dark while the implementation team makes all of the decisions, or only haphazardly communicate when you think about it.

Risk Mitigation

Introduce a new technology without a solid understanding of what might keep your employees from adopting it.

Timing

Draft an implementation timeline that leaves little or no time for employees to do anything else while they're learning the new technology.

Training

Rely on a classroom-style or lecture-based training model where workers receive a flood of information they'll have to remember when they start using the technology on their own.

Feedback

Let feedback go to waste by not sharing it outside of the implementation team.

Employee Roles

Focus too much on the technology, and not enough on the people who are actually using it.

Download Northwoods' business brief:

A Field Guide to User Adoption:
5 Proven Ways to Make Technology Adoption
Stick within Human Services Agencies

Want more proven and practical ways to make sure any new technology you roll out has the impact you've been planning for? Download our field guide today to get started.

teamnorthwoods.com/fieldguide

