

**Welcome to the VIP Lounge:**



**USER ADOPTION**

# WELCOME TO THE VIP LOUNGE



## **Your Hosts:**

Boshia Smith

Jessica Lombardo

# VIEWING TIPS FOR TODAY'S WEBCAST

- **Q&A** – for questions to Jessica and Allyson (and tech help).
- **Group Chat** – to talk with each other and with AIIM staff, found in the icons along the bottom.
- Check out the **Resources** available to you today, in the box to the left of the slides.



# User Adoption

Robert Bogue  
[Rob.Bogue@ThorProjects.com](mailto:Rob.Bogue@ThorProjects.com)





## Why is user adoption difficult?

1. It's not a skill, it's a collection of skills.
2. The skills are not taught to practitioners.
3. User adoption is organizational change – and organizational change is hard.



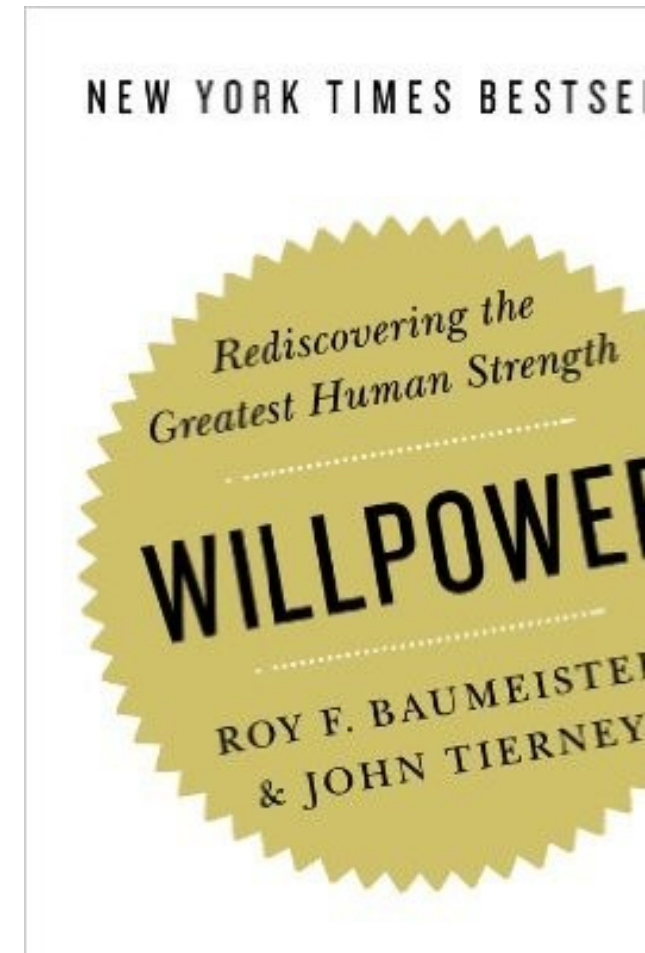
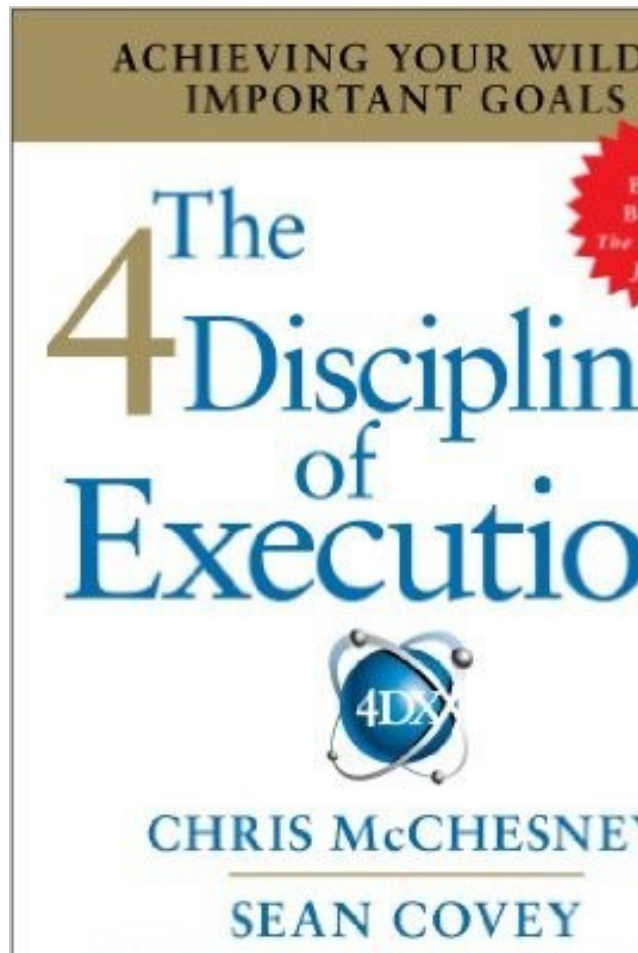


## 44 Books

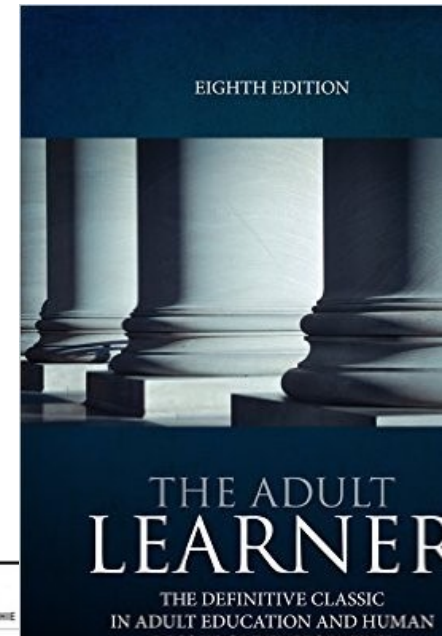
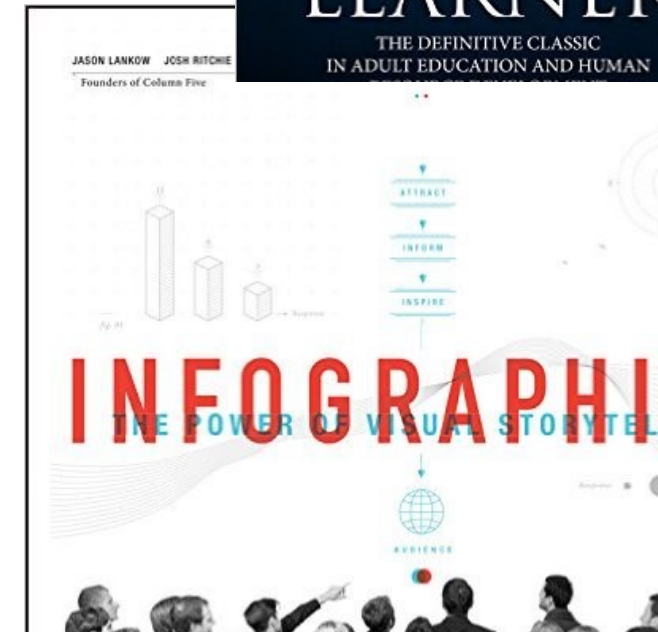
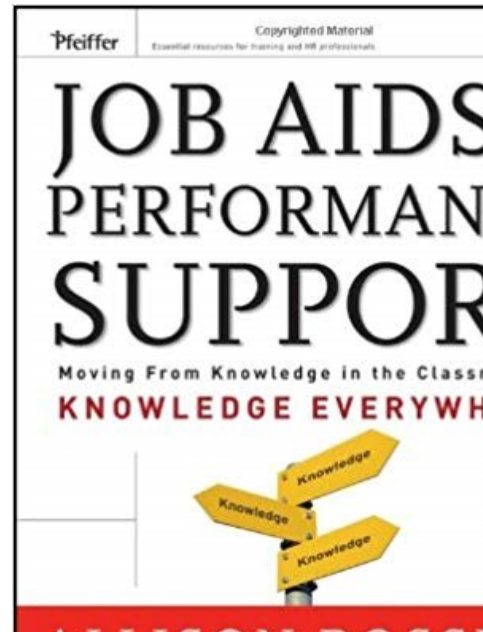
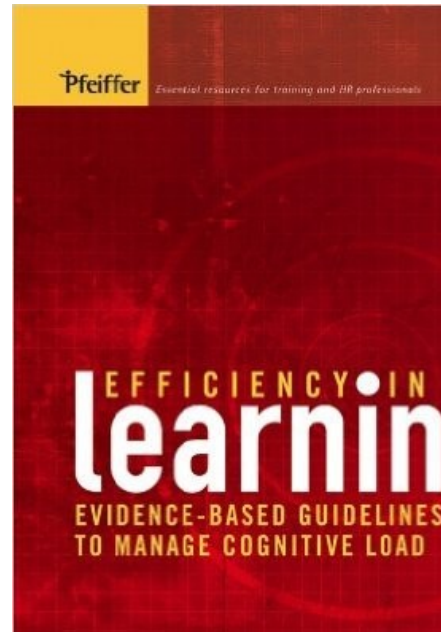
- Execution
- Instruction, Learning, and Aids
- Psychology and Neurology
- Motivation
- Converting Resistance
- Collaboration
- Personal Change
- Organizational Change
- Miscellaneous



# Execution

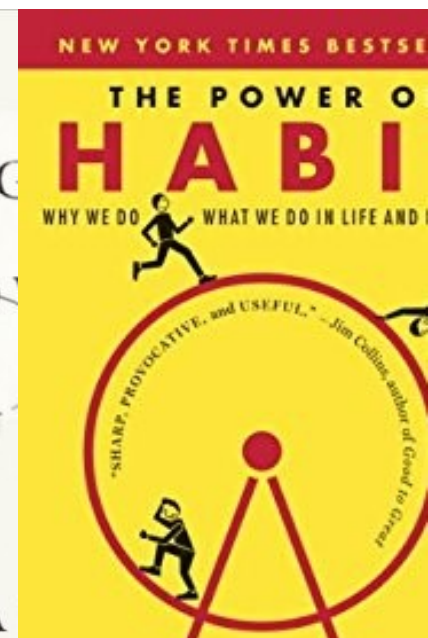
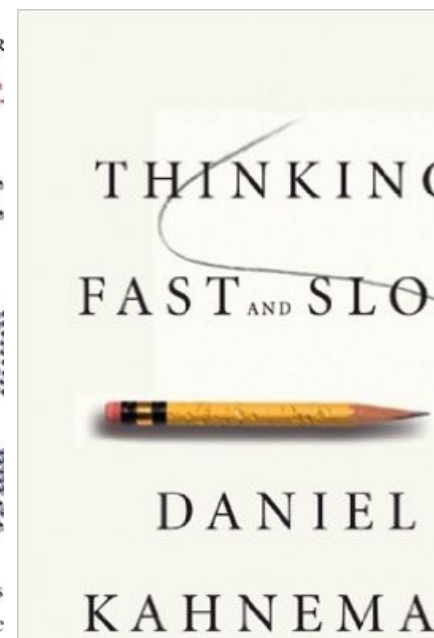
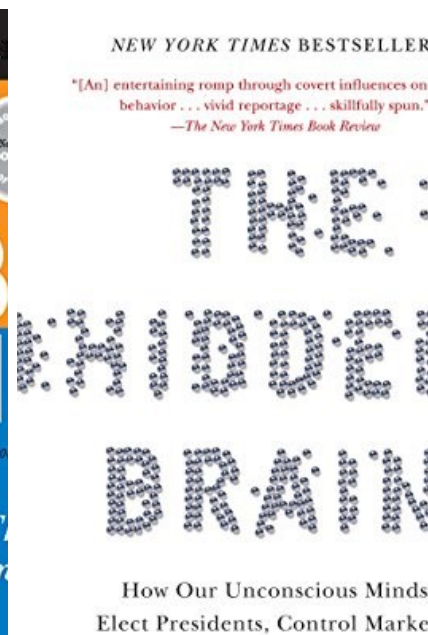
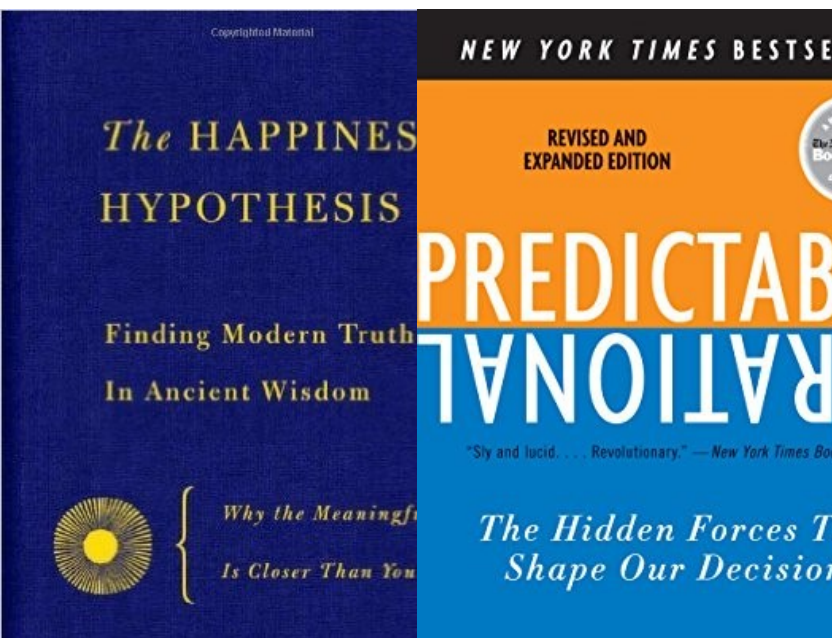


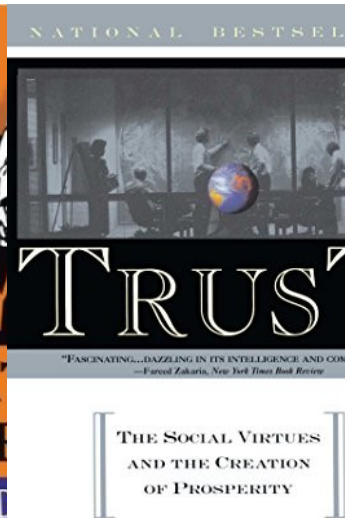
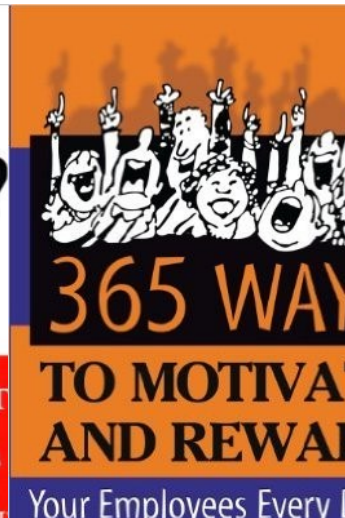
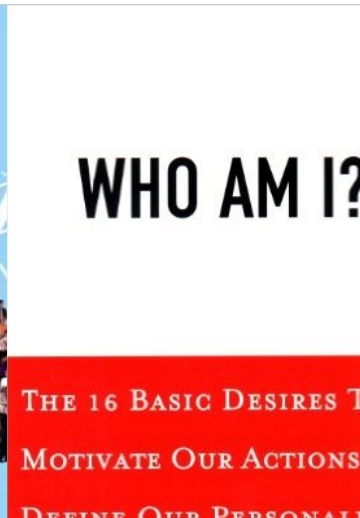
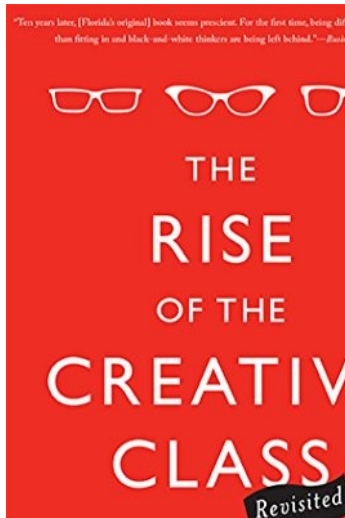
# Instruction, Learning, and Aids



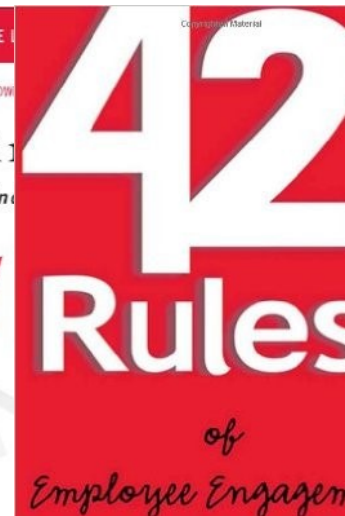
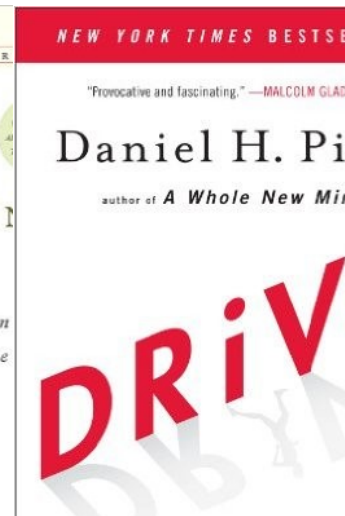
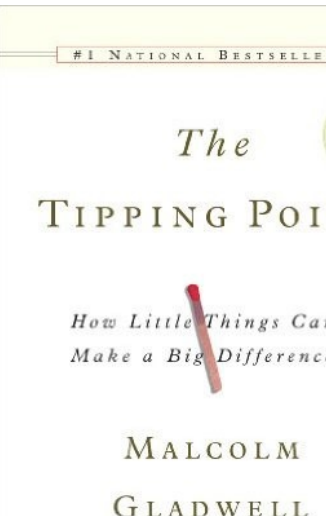
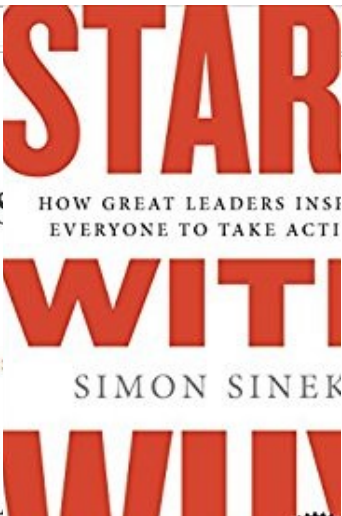
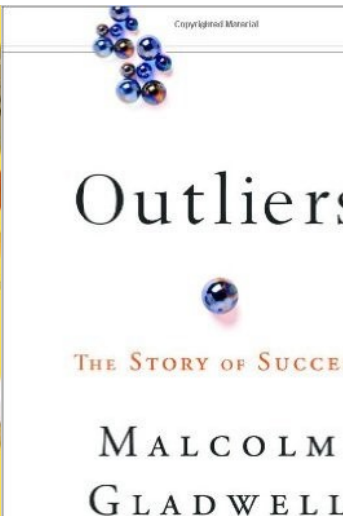
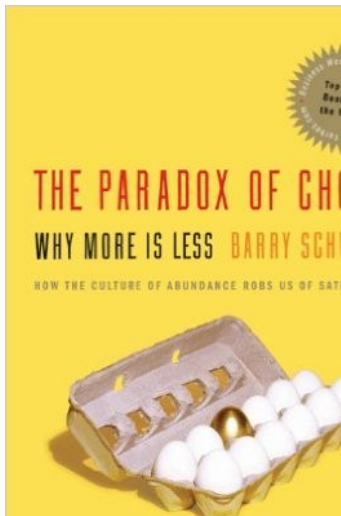


# Psychology and Neurology

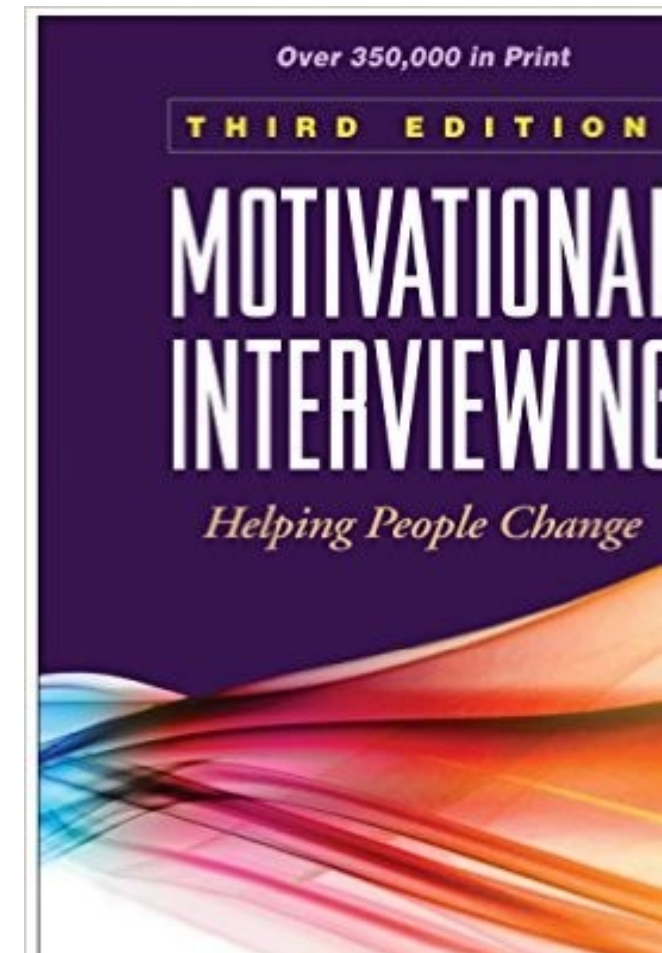
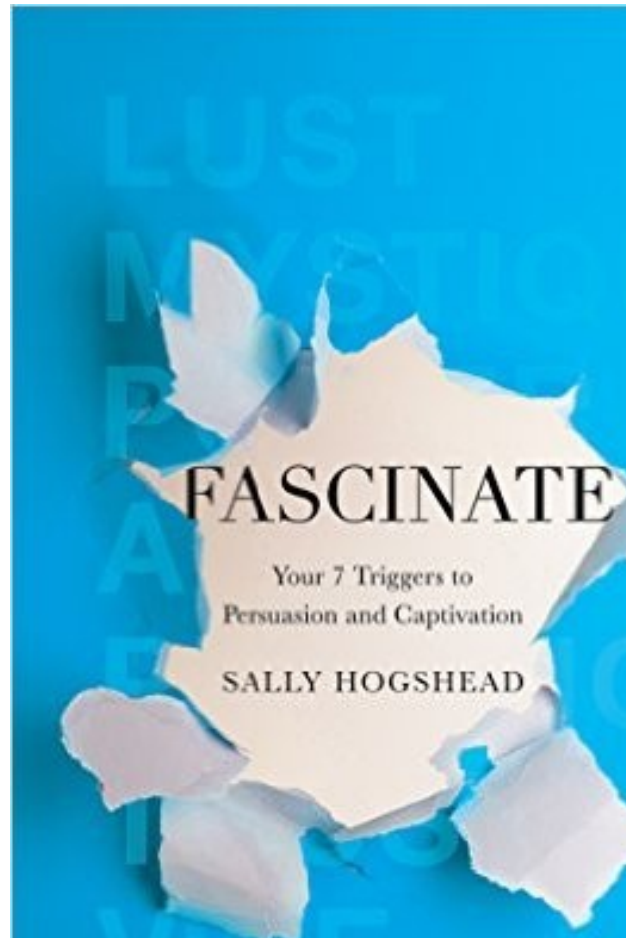
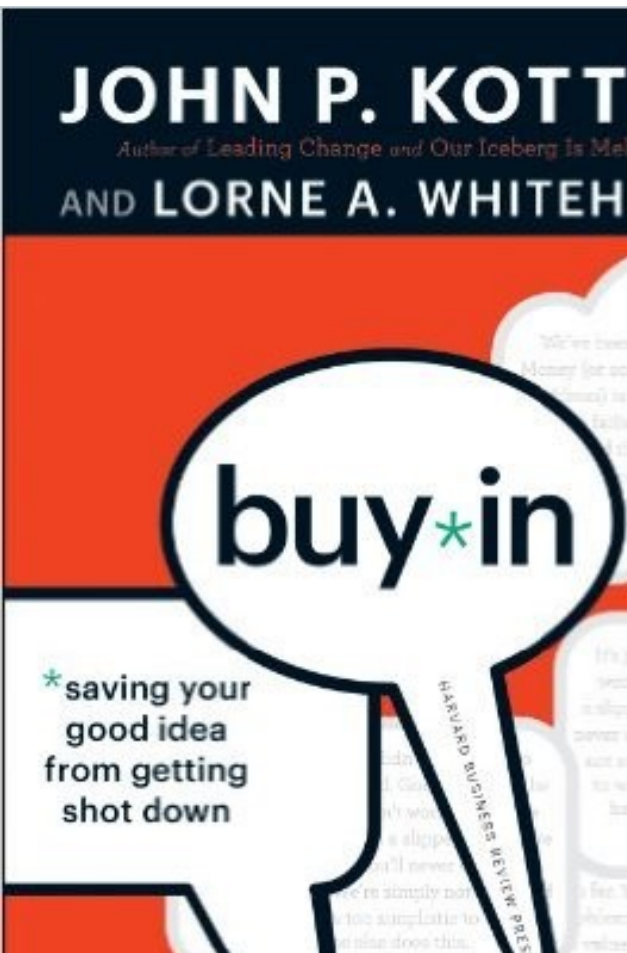




## Motivation

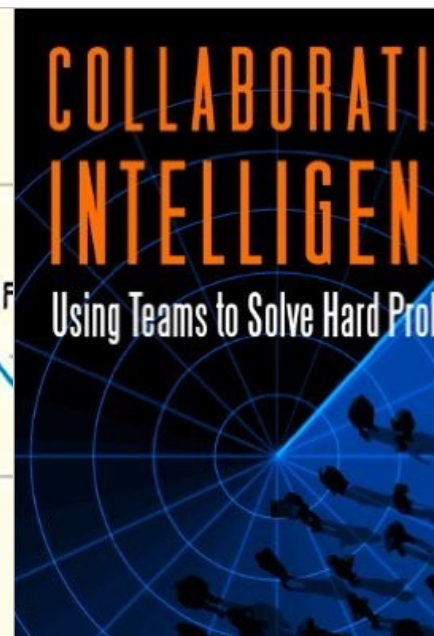
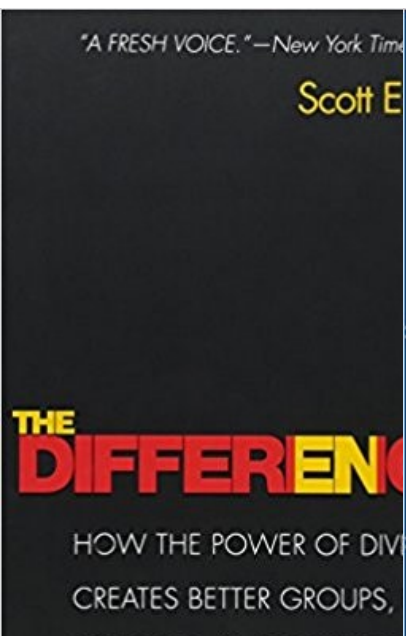


# Converting Resistance



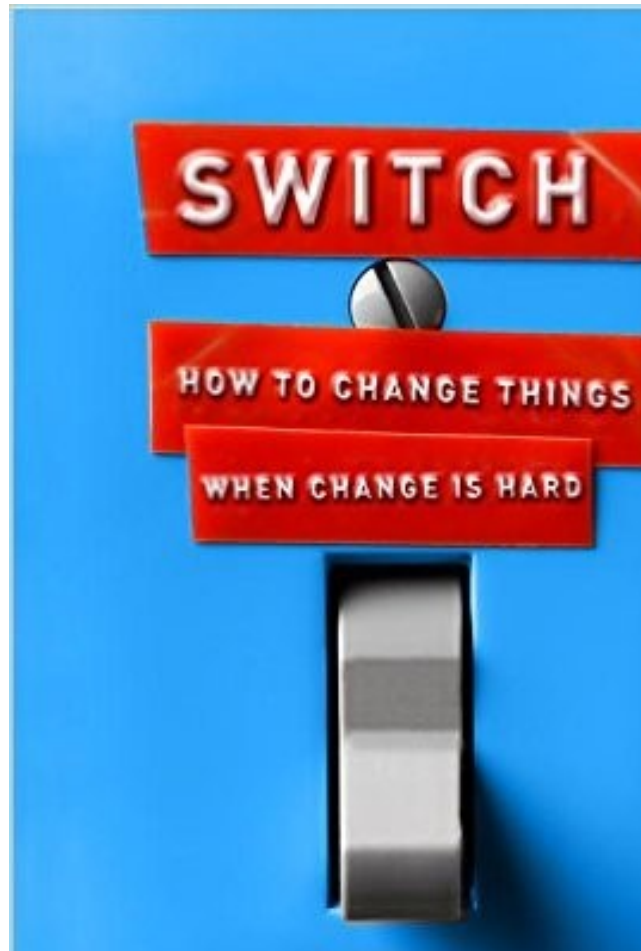
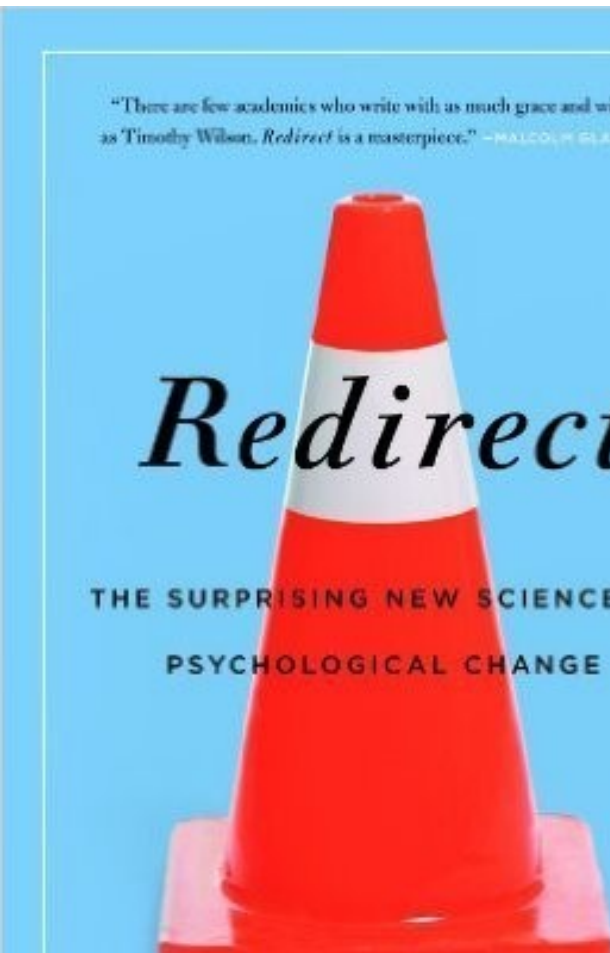


# Collaboration

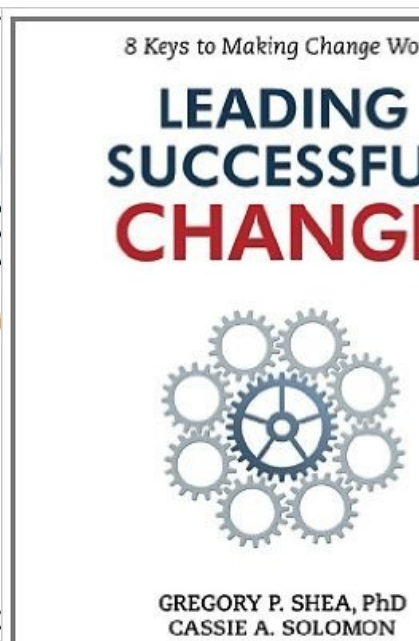
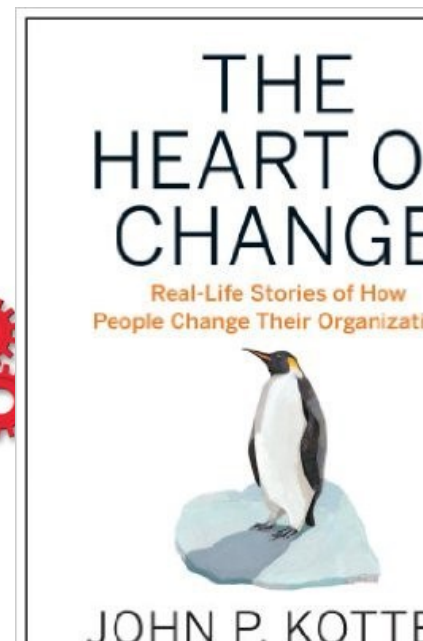
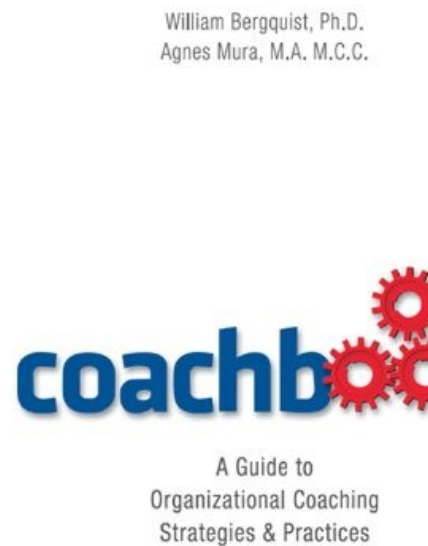
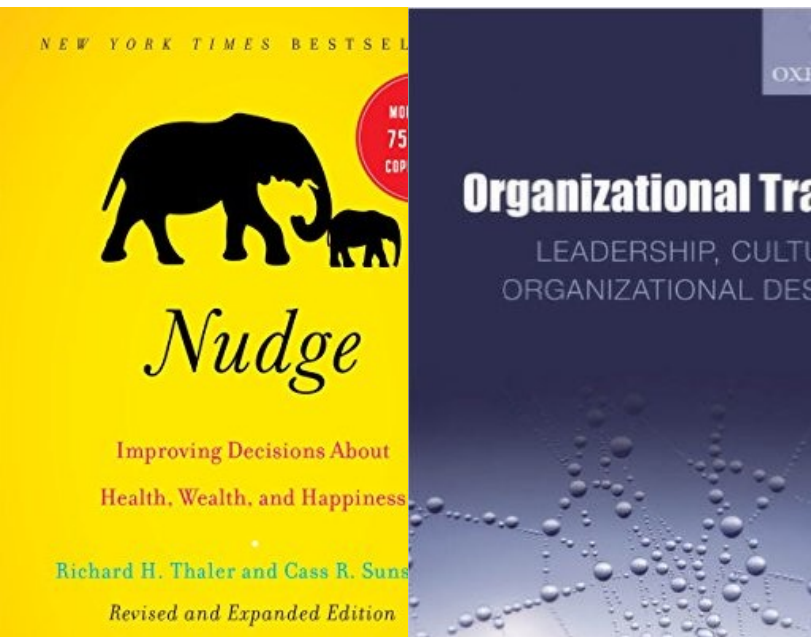




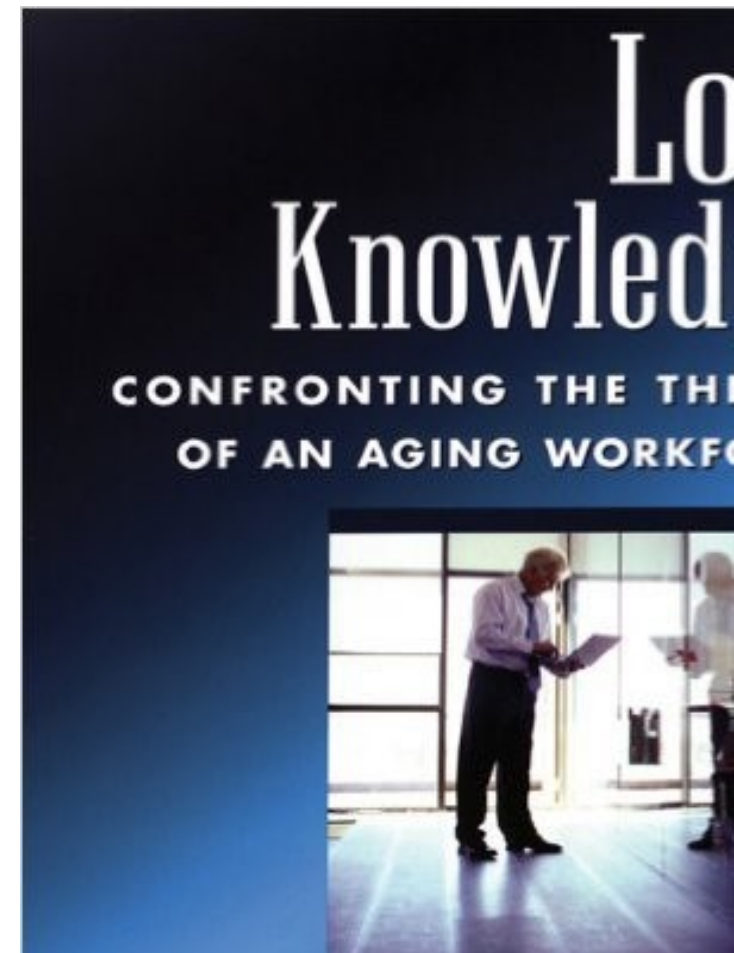
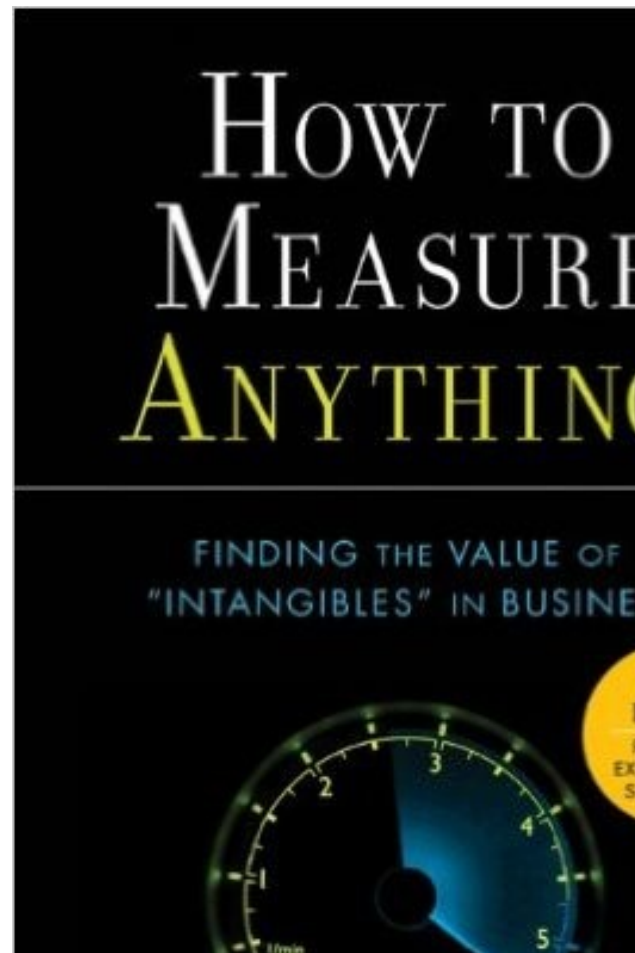
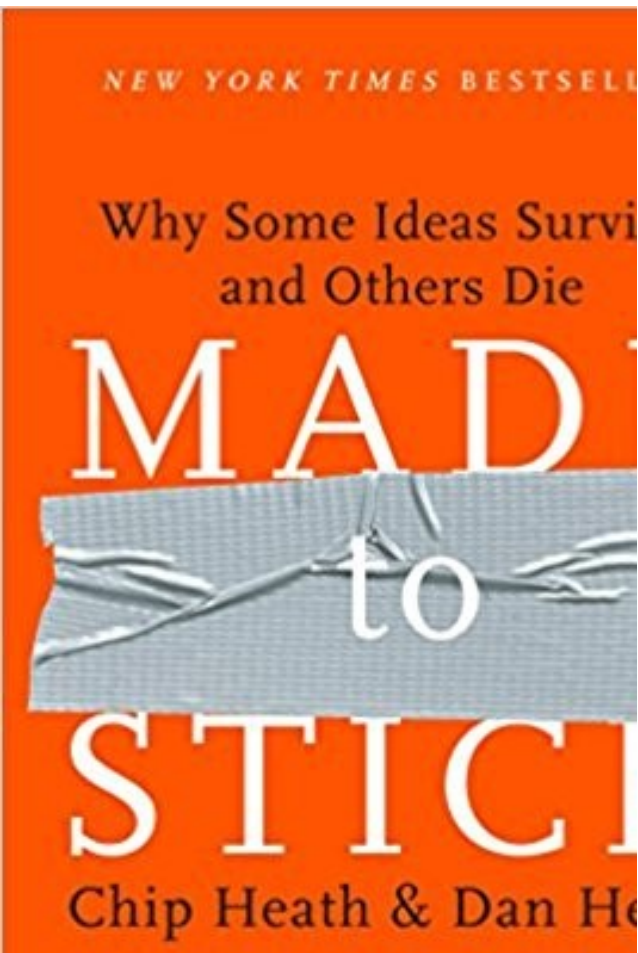
# Personal Change



# Organizational Change

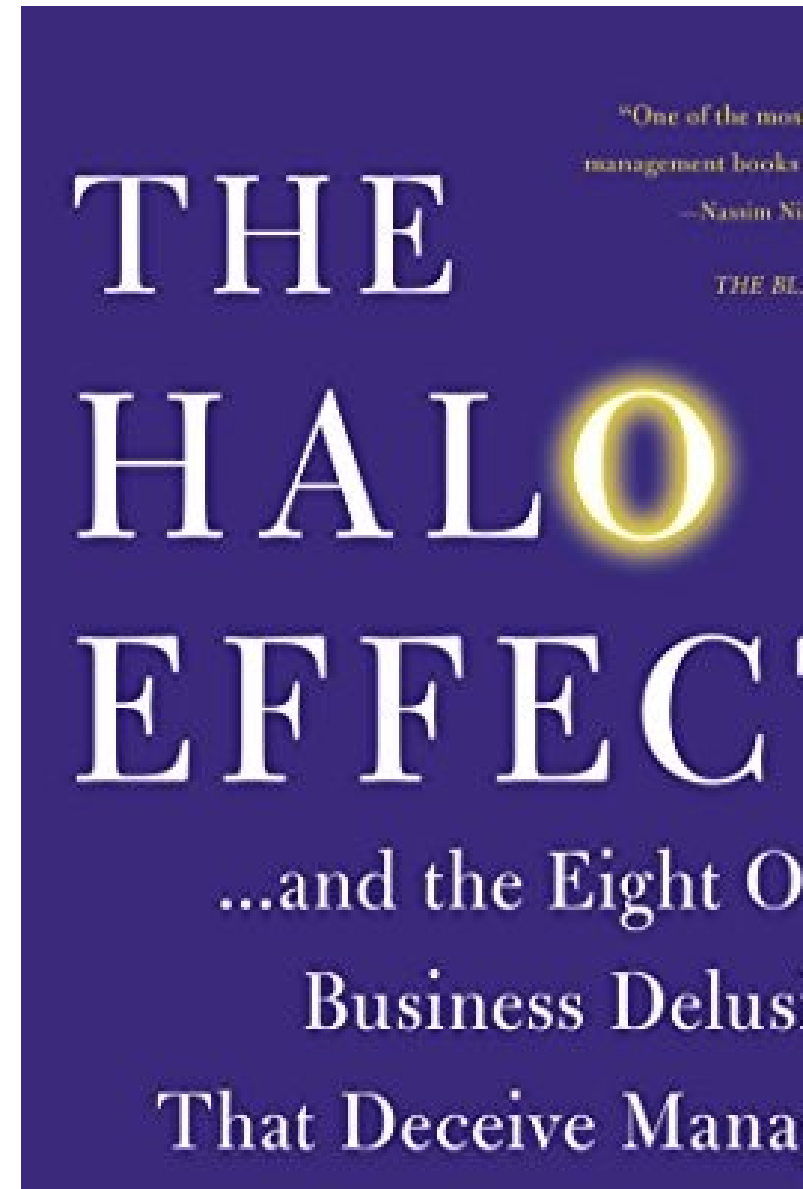


## Miscellaneous



# Mass Delusions

- “I’ll just make them”
- People don’t always do what you tell them





# Handwashing Compliance Rates



- Acute Care (Hospitals)
  - Worldwide ~20%
  - US ~50%-80%

# The Afghanistan Effect

Country\*

or Contact

Afghanistan

-- Please Select --

Afghanistan

Aland Islands

Albania

Algeria

American Samoa

Andorra

Angola

Anguilla

Antarctica

Antigua and Barbuda

Argentina

Armenia

Aruba

Australia

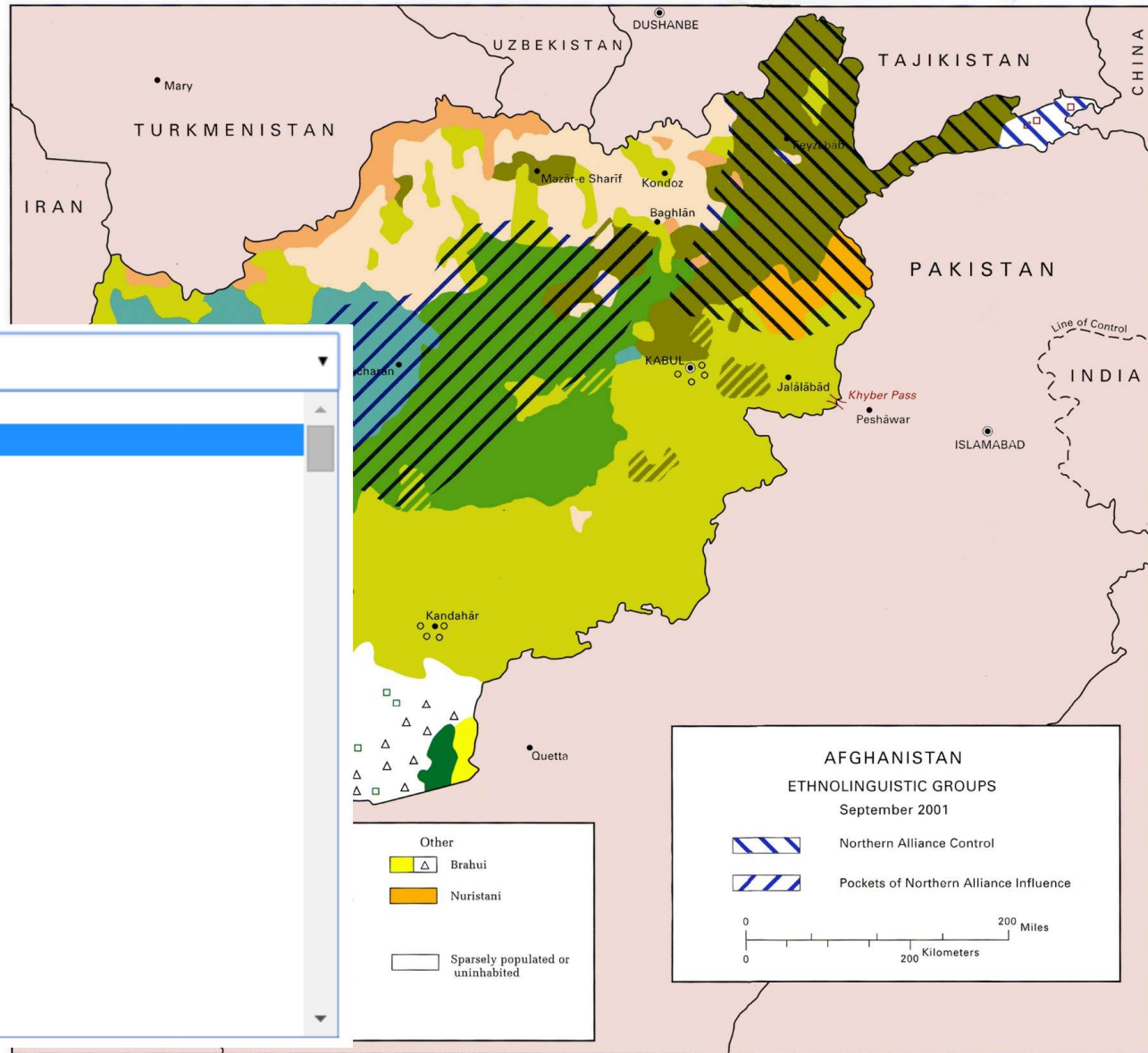
Austria

Azerbaijan

Bahamas

Bahrain

Bangladesh





# What works?

- Executive participation
- Champions
- Regular tips and tricks
- Connect technology to business (personal) benefit
- Lunch <sup>DL1</sup> and learn
- Carrots and sticks



## Slide 19

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**DL1**      verify this is "lunch" and not "launch"  
Dana Lheureau, 10/8/2018





QUESTIONS?

SAVE THE DATE! November 29 – Ethics for Information Management



The Lounge Re-Opens Thursday, November 29!