Welcome to the VIP Lounge:



USER ADOPTION

WELCOME TO THE VIP LOUNGE





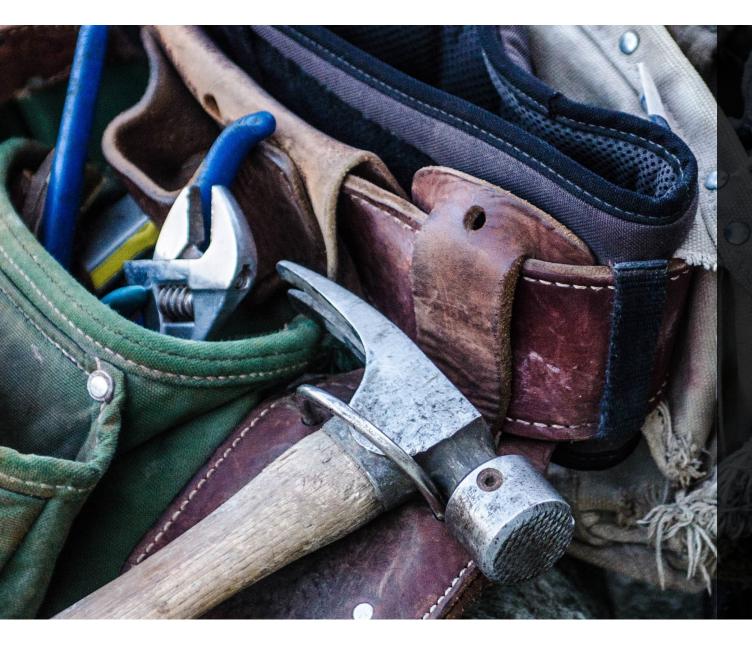
Your Hosts: Boshia Smith Jessica Lombardo

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.

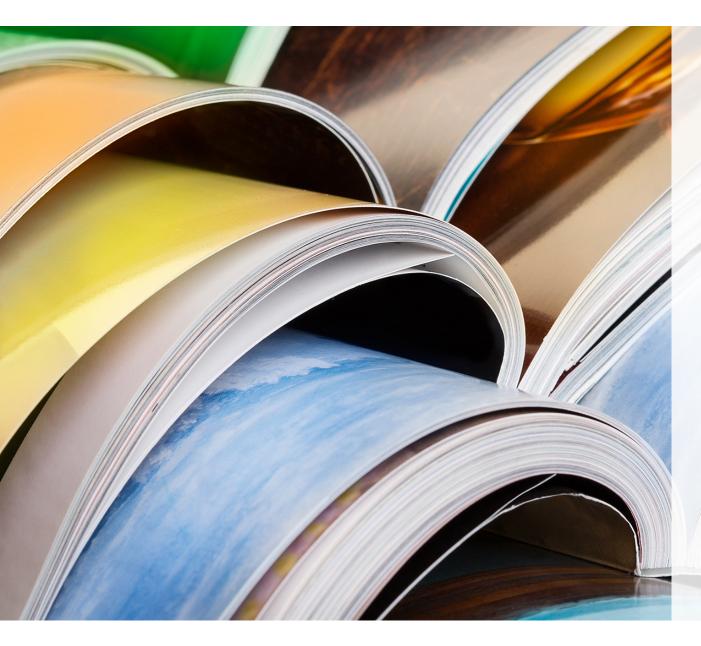
User Adoption

Robert Bogue Rob.Bogue@ThorProjects.com



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.
- 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

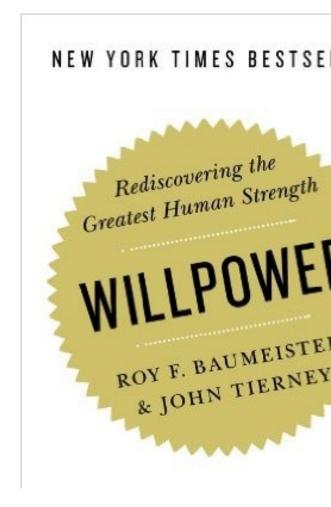
Execution

MAKING IT HAPPEN



ACHIEVING YOUR WILL IMPORTANT GOALS The Disciplin Executio CHRIS McCHESNE'

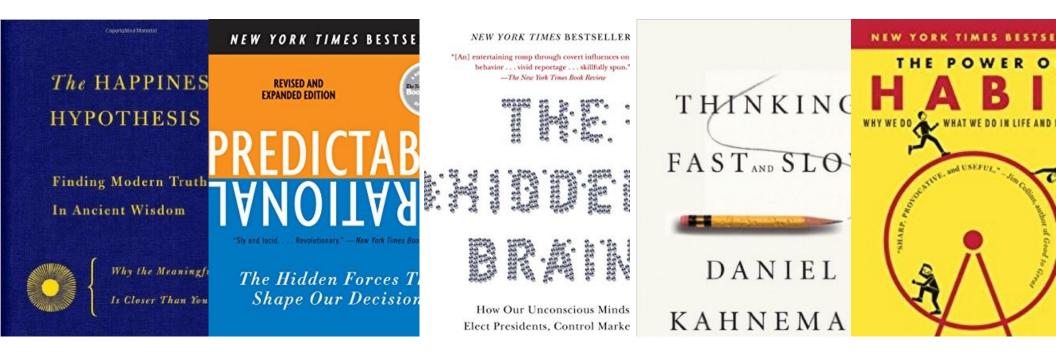
SEAN COVEY

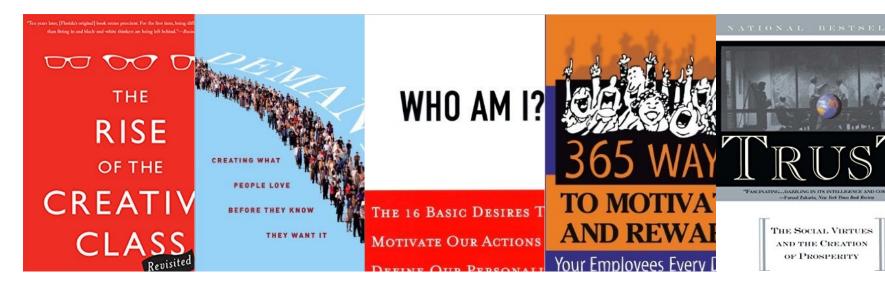


Instruction, Learning, and Aids THE ADULT Designing Large-Scale Web Sites Copyrighted Material Pfeiffer THE DEFINITIVE CLASSIC ting and HW professiona JASON LANKOW JOSH RITCHIE IN ADULT EDUCATION AND HUMAN Pfeiffer Founders of Column Five IDS PERFORMAN INFORM INFAGR **KNOWLEDGE EVERYWH** Information Architectur TO MANAGE COGNITIVE LOAD for the World Wide

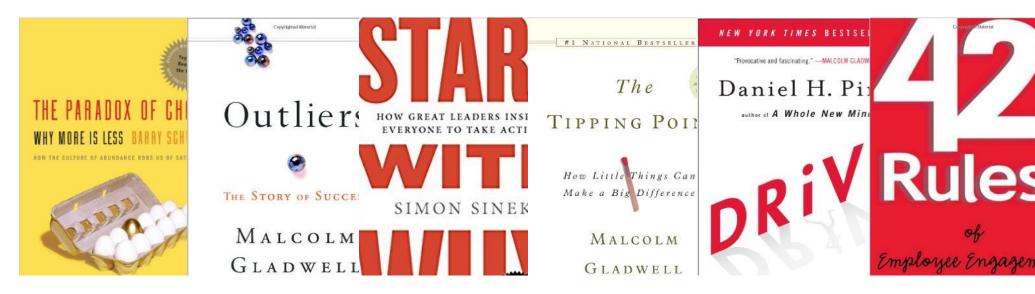
EIGHTH EDITION

Psychology and Neurology

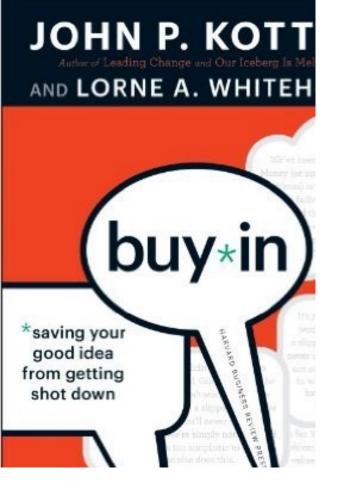


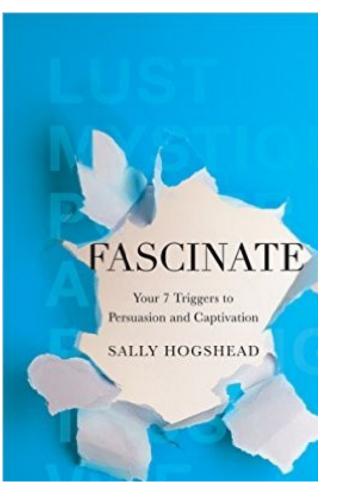


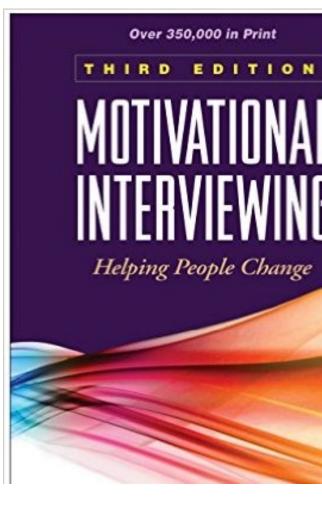
Motivation



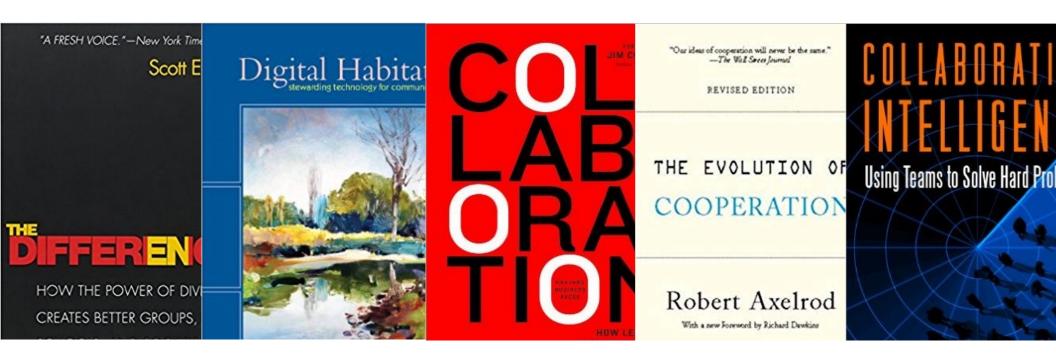
Converting Resistance







Collaboration

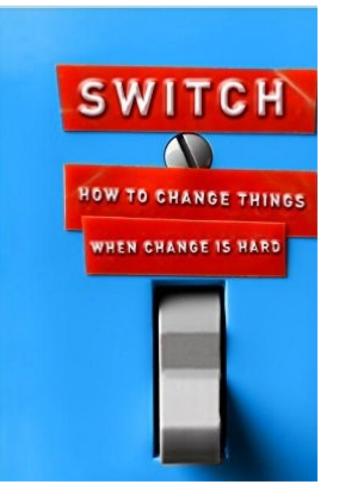


Personal Change

"There are few academics who write with as much grace and wi as Timothy Wilson, Redirect is a masterpiece."

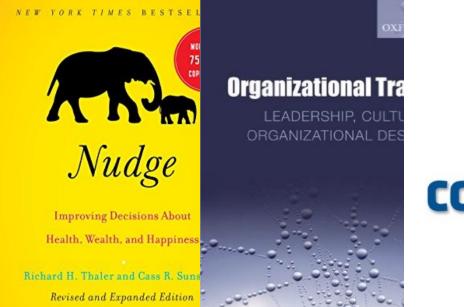
Redirect

THE SURPRISING NEW SCIENCE



CHANG OR DIE

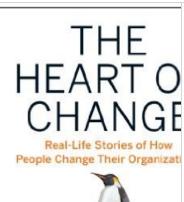
Organizational Change



William Bergquist, Ph.D. Agnes Mura, M.A. M.C.C.



A Guide to Organizational Coaching Strategies & Practices





JOHN P. KOTTE

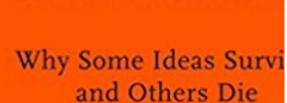
8 Keys to Making Change Wo

LEADING SUCCESSFU

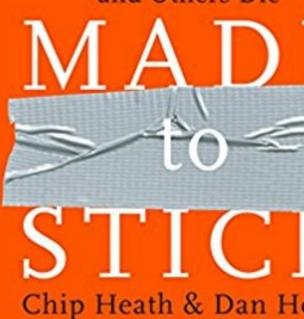


GREGORY P. SHEA, PhD CASSIE A. SOLOMON

Miscellaneous



NEW YORK TIMES BESTSEL



How to Measure Anythin(

FINDING THE VALUE OF "INTANGIBLES" IN BUSINE



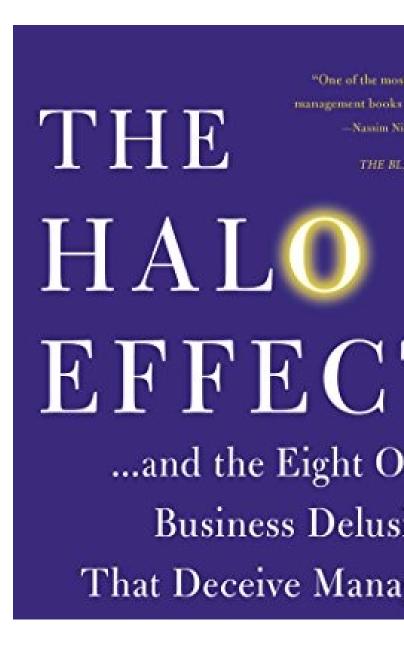
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OF AN AGING WORKF



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 Afg Effe	ghanistan	• Mary T U R K M E N I S T A N I R A N	UZBEKISTAN	DUSHANBE TAJIKISTAN Revzajož Baghlán PAKISTAN
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or Contact	Afghanistan Aland Islands Albania Algeria American Samoa Andorra Angola Anguilla Antarctica Antigua and Barbuda Argentina Argentina Armenia Aruba Australia Australia Australia Bahamas Bahrain Bangladesh		Kandahār • • • • • • • • • • • • • • • • • • •	AFGHANISTAN ETHNOLINGUISTIC GROUPS September 2001 Northern Alliance Influence 0 0 0 200 Miles 0 200 Miles

What works?

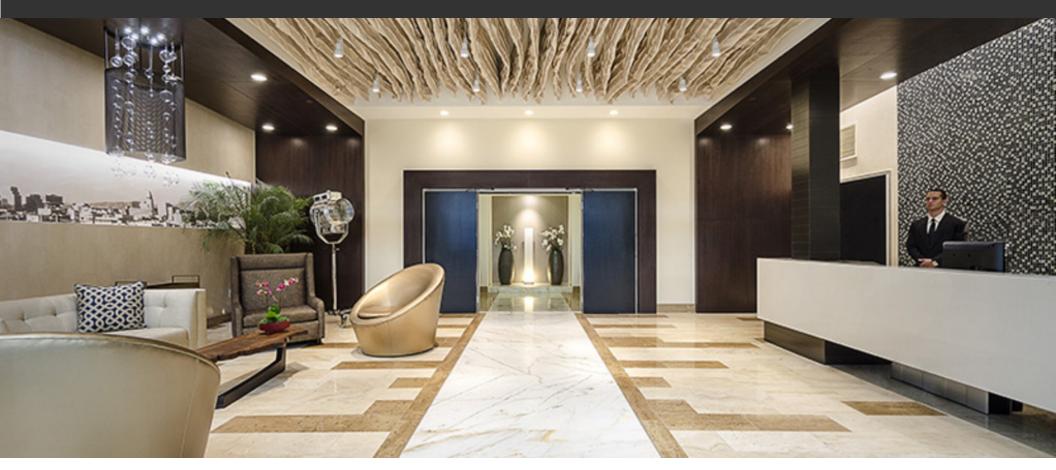
- Executive participation
- Champions
- Regular tips and tricks
- Connect technology to business (personal) benefit • Lunch and learn
- Carrots and sticks



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



SAVE THE DATE! November 29 – Ethics for Information Management



The Lounge Re-Opens Thursday, November 29!