

STEPHENROSE.COM

Real World Tips and Tricks for Driving Software Deployment

stephen@stephenrose.com

website- stephenrose.com

x- [@stephenrose](https://twitter.com/stephenrose)

linkedIn- [linkedin.com/in/stephenrose](https://www.linkedin.com/in/stephenrose)

Petri- petri.com/UnplugIT

About Me

- 15 years at Microsoft
- Consulting since 2023
- Host of UnplugIT
- LinkedIn Learning
- Volunteer at CMZ



My Clients Include



Past Government Customers



It all starts the same....

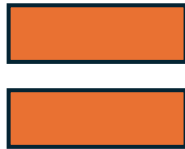




Company Leader



Cool Marketing Video



Chaos for IT and Devs

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Example

The Cause

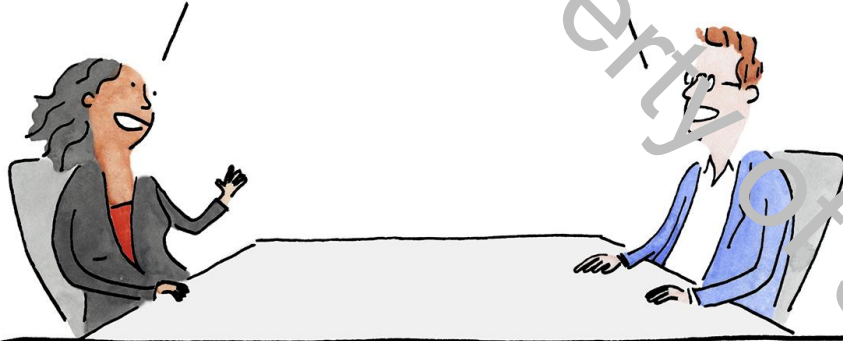
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The Result

WHAT WILL BE THE IMPACT OF CHATGPT ON OUR BUSINESS?

THERE'S A LOT WE DON'T KNOW FOR SURE...



LIKE HOW MUCH OF WHAT IT SAYS IS MADE UP...



OR IF IT WILL TAKE AWAY OUR JOBS...



OR THE SECURITY RISKS...



OR IF IT COULD DAMAGE OUR REPUTATION...



WHAT DO WE KNOW FOR SURE?



ONLY THAT WE WANT TO ADOPT IT EVERYWHERE AS FAST AS WE CAN.

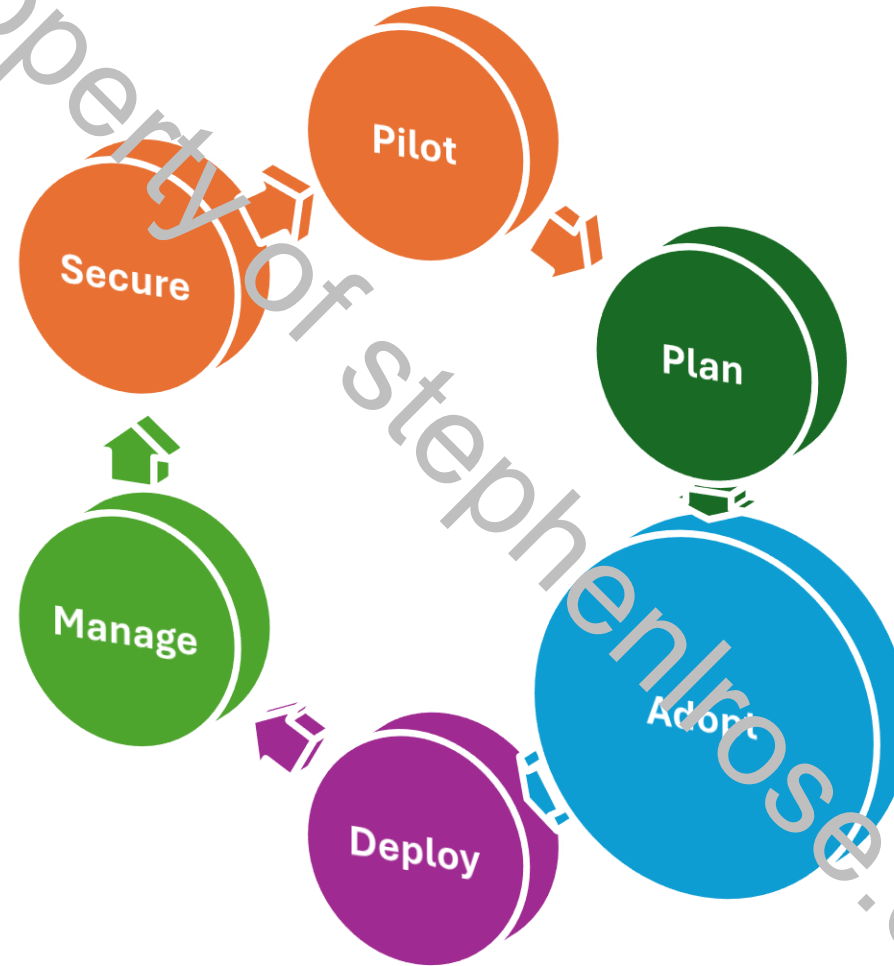


TOM
FISH
BURNE

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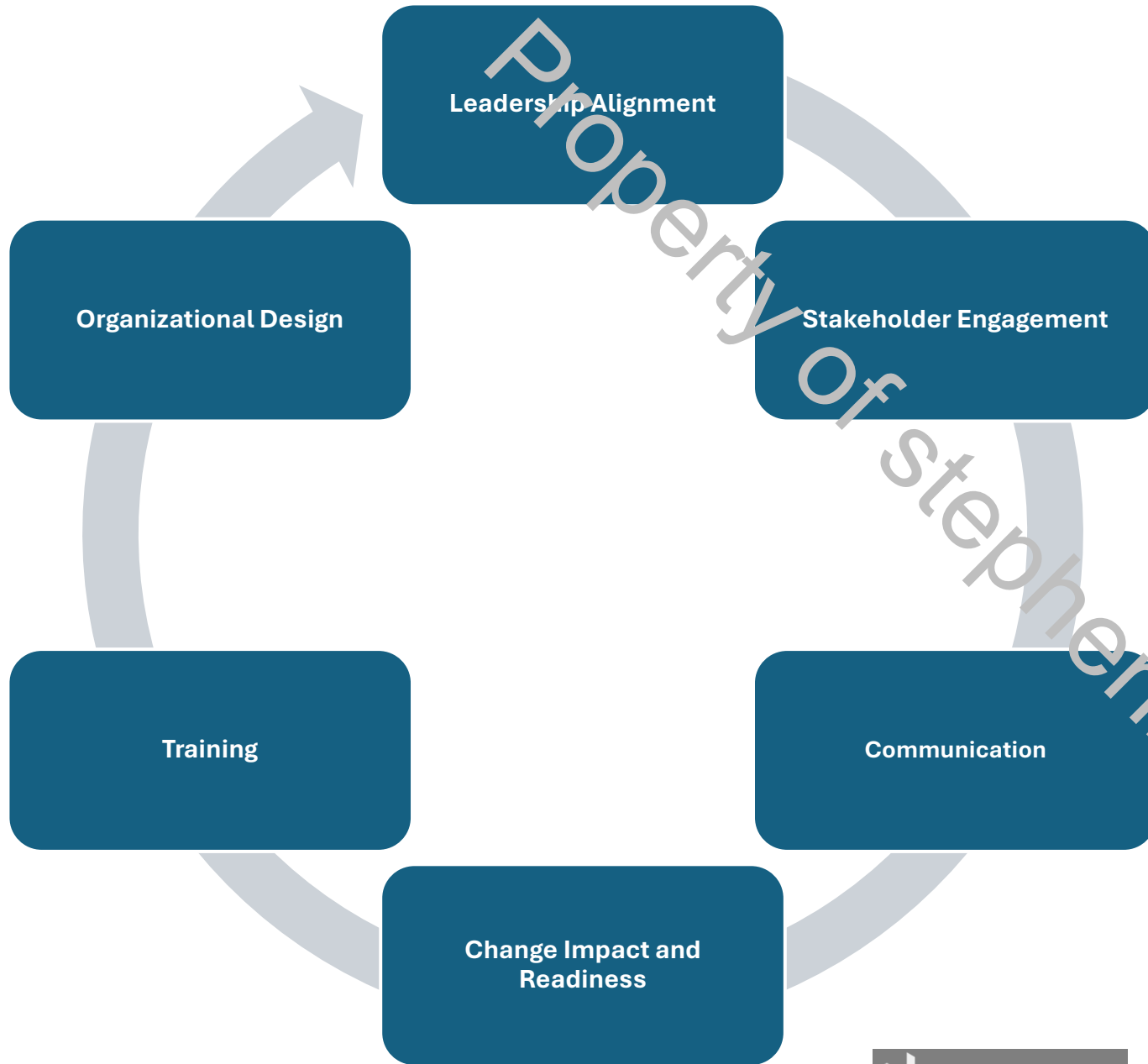
How Could I Prevent This?

Software Lifecycle Phases



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The Instruction Manual



Leadership : Why are we changing?
Stakeholder: Who is involved?

Communication: Share our vision for change

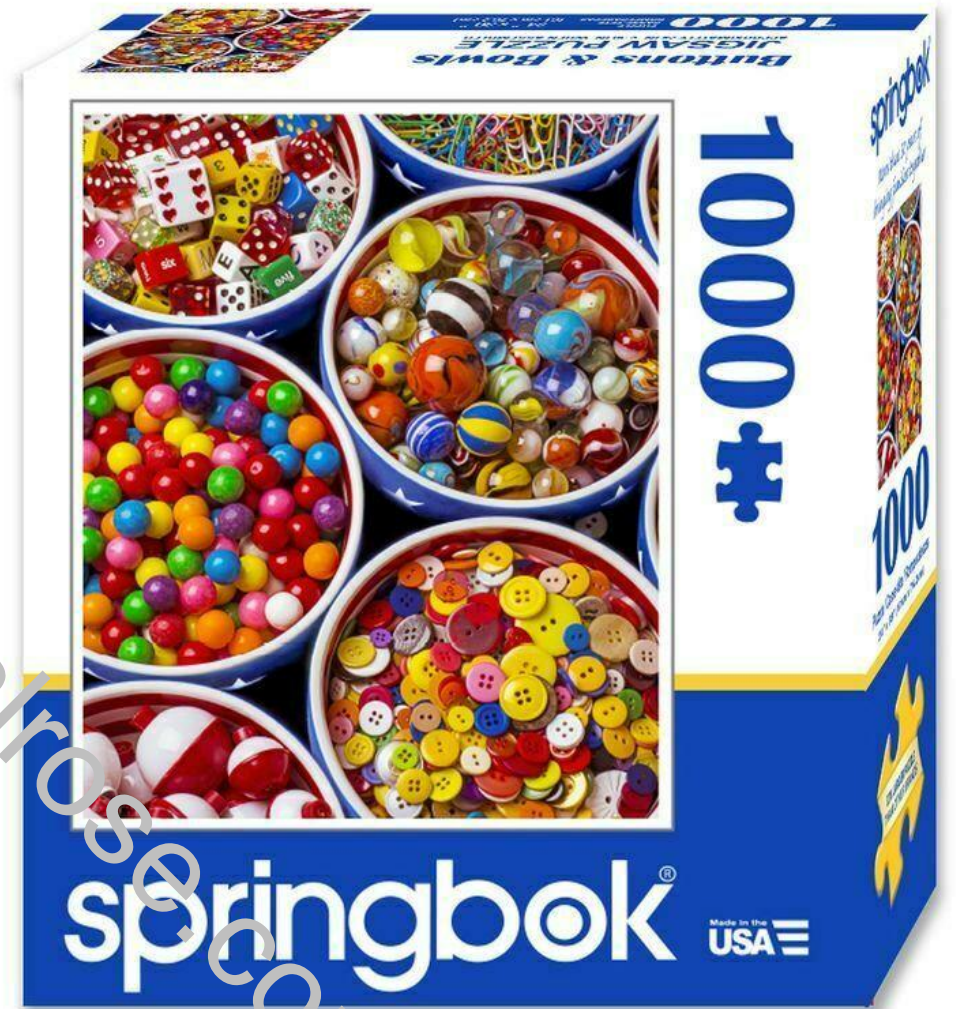
Impact: How change ready are we and what is the impact?

Training: What are the learning needs, capabilities and behaviors?

Org Design: What are the new process and structures?



Understand What Success Looks Like



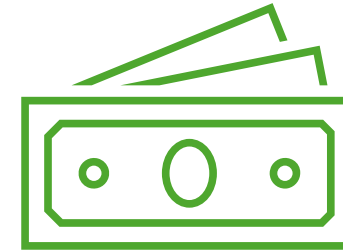
- **What is our goal?**

- What does success look like?
- What do we hope to achieve?



- **Why are we changing?**

- Increase or decrease a specific type of software?
- Reduce cost?
- To adopt a new type of workstyle?



- **How will we track and measure success?**

- Company Level
- Org or Group Level
- Regional Level

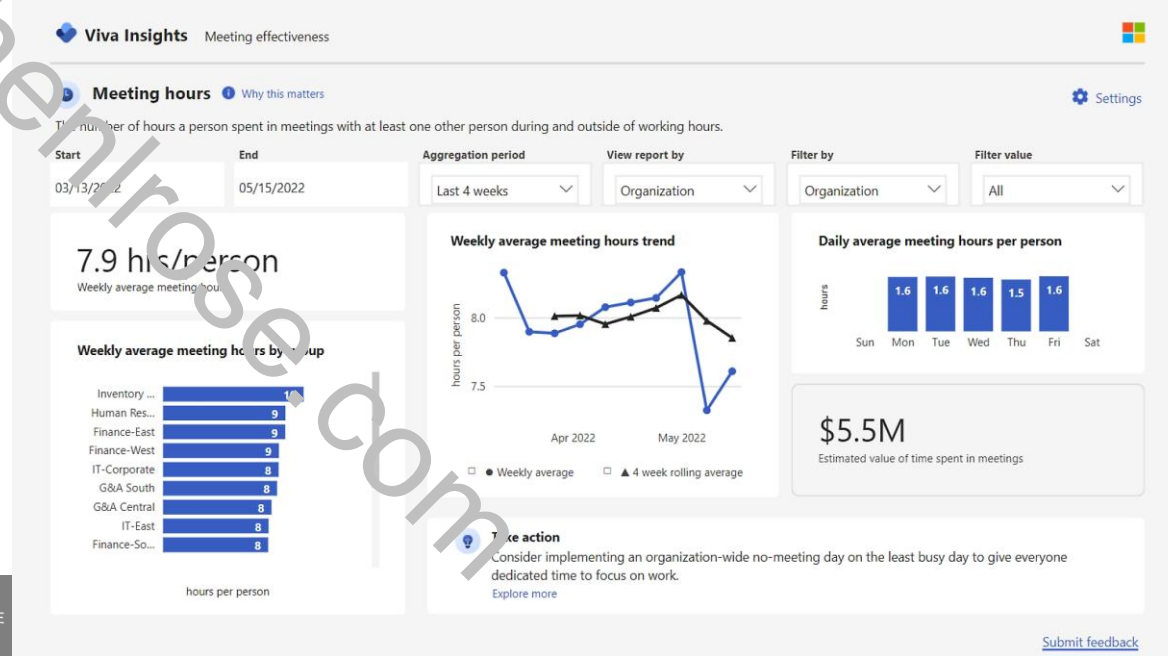
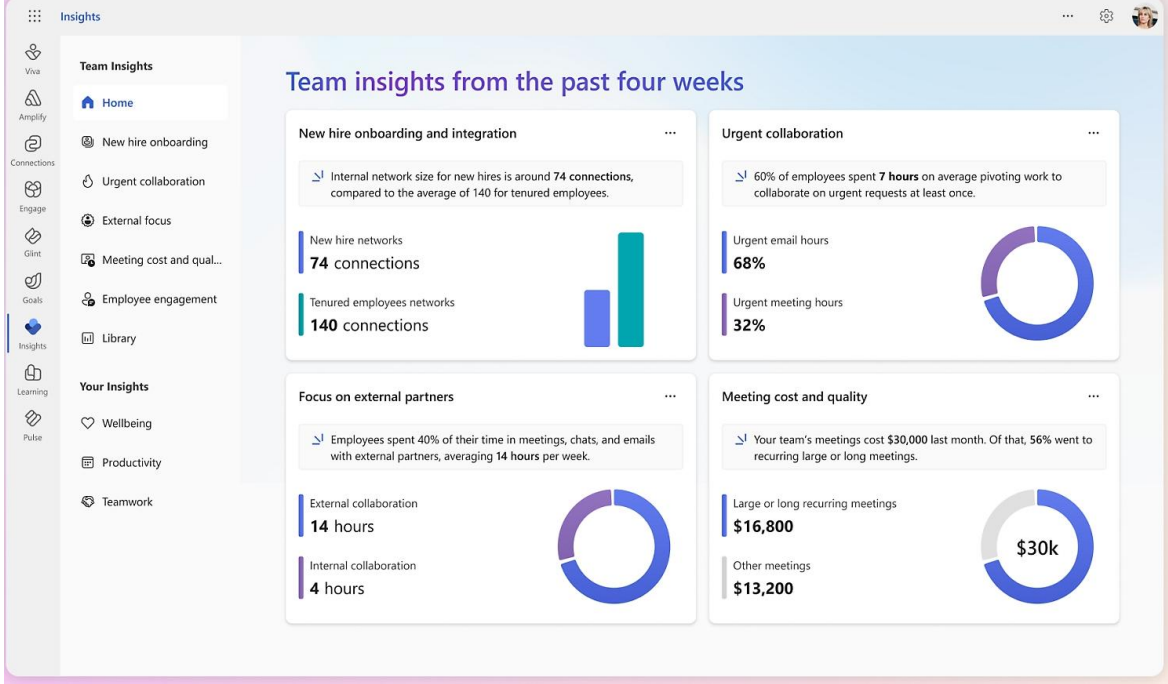


Viva



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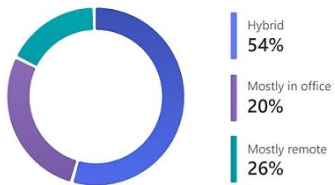
Viva Insights



Employee work site habits

One or fewer in-office days is defined as mostly remote, while four or more is considered mostly in office.

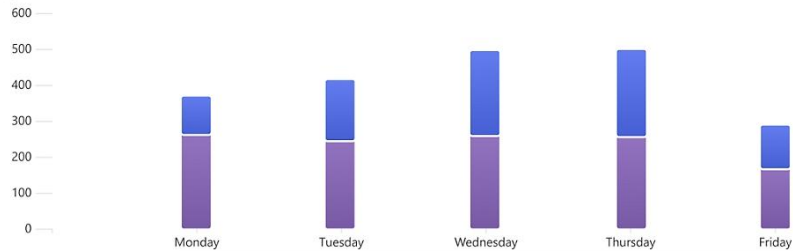
Overview



Managers vs ICs



Days of the week in office



Hybrid workforce experience

Microsoft 365

New hire onboarding

How fast are new hires integrating into the organization's network and are they getting the manager support they need?

1/1/2022 - 3/26/2022

Settings

Manager support for new hires

2.8 hours

Average weekly hours new hires get in meetings and calls with their manager

Average weekly time new hires get with their manager, by work mode

Include: 1:1 time with manager



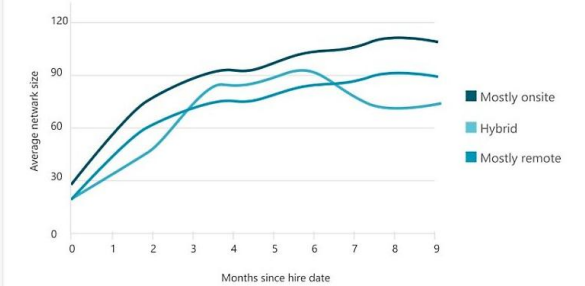
Break out by group

New hires building their network

65

Average new hire internal network size after their first 3 months

Change in average new hire network size in first few months, by work mode



Drivers of engagement

What influences engagement score to be

Favorable

When...

...the likelihood of engagement being "high"

After-hours collaboration < 5

3.1x

Weekly 1:1 meeting hours with manager 0.5 or more

2.8x

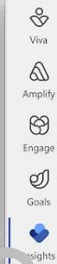
Workweek span < 60

2.4x

Number of strong network connections > 40

2.3x

View trend



Back to Home

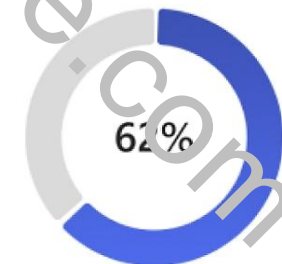
Microsoft Copilot Dashboard

Readiness Adoption Impact Learning

Activate Copilot for Microsoft 365 for your organization

Anyone with an eligible Microsoft 365 license can be assigned a Copilot license.

Copilot adoption rate



Active Copilot users

Copilot licensed employees

Copilot activation steps

Total Microsoft 365 licenses

Total Copilot licenses

Copilot licenses assigned

Active Copilot users

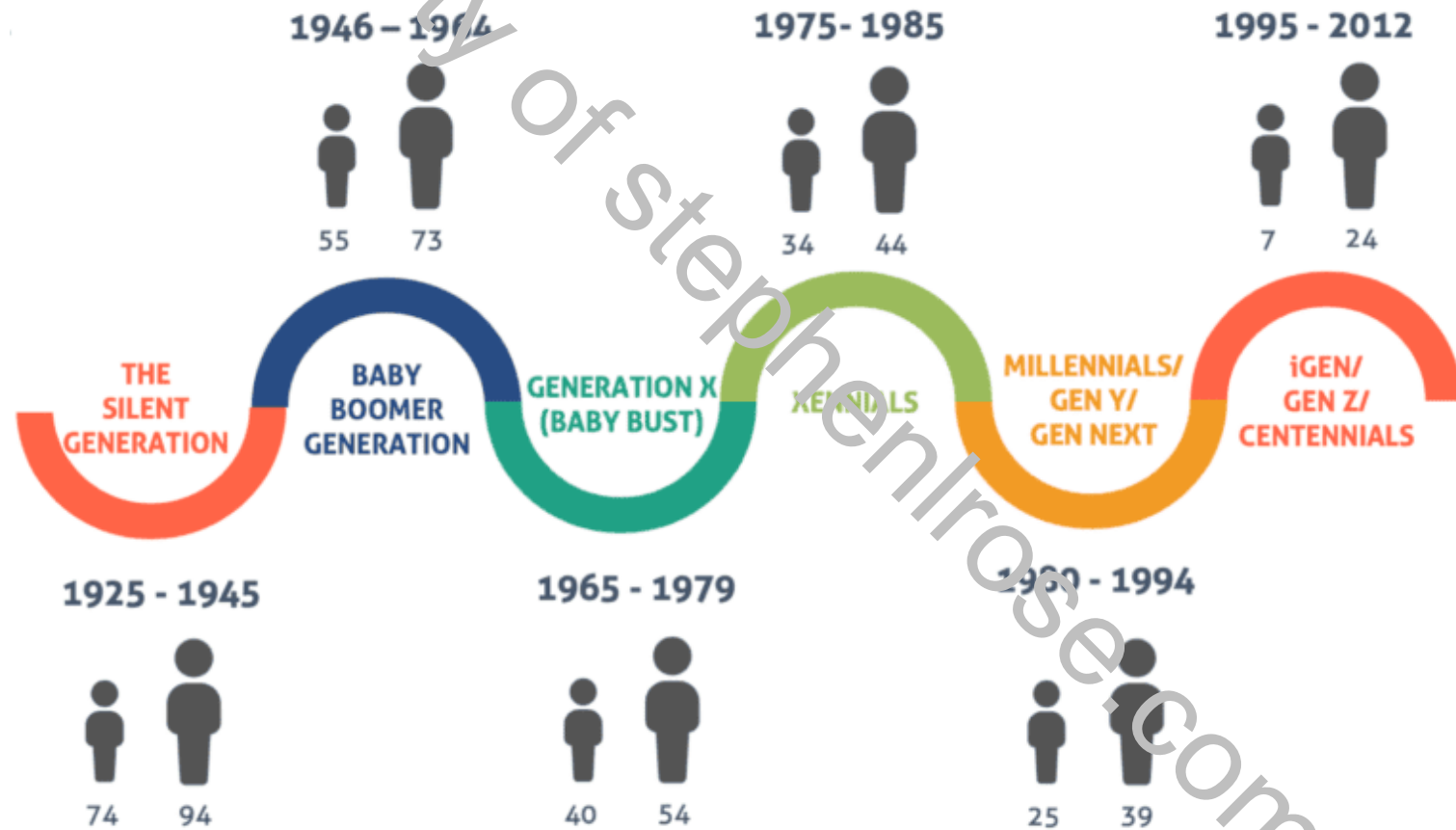


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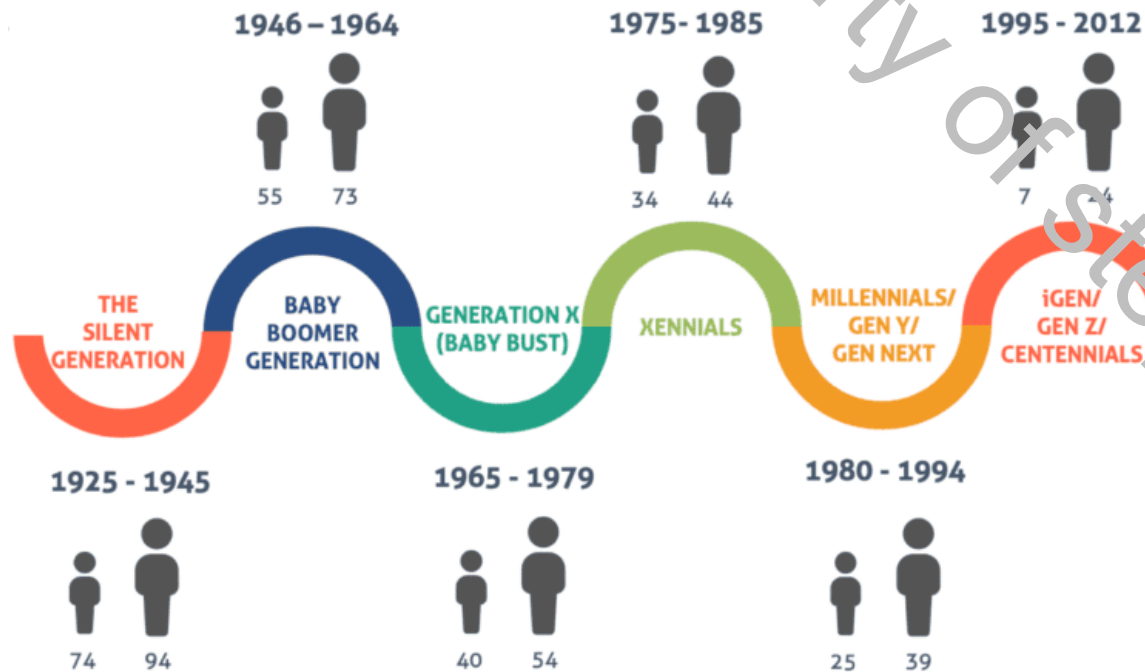
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Generational Differences

Multi-Generational Workplaces



Think about how they were taught to work

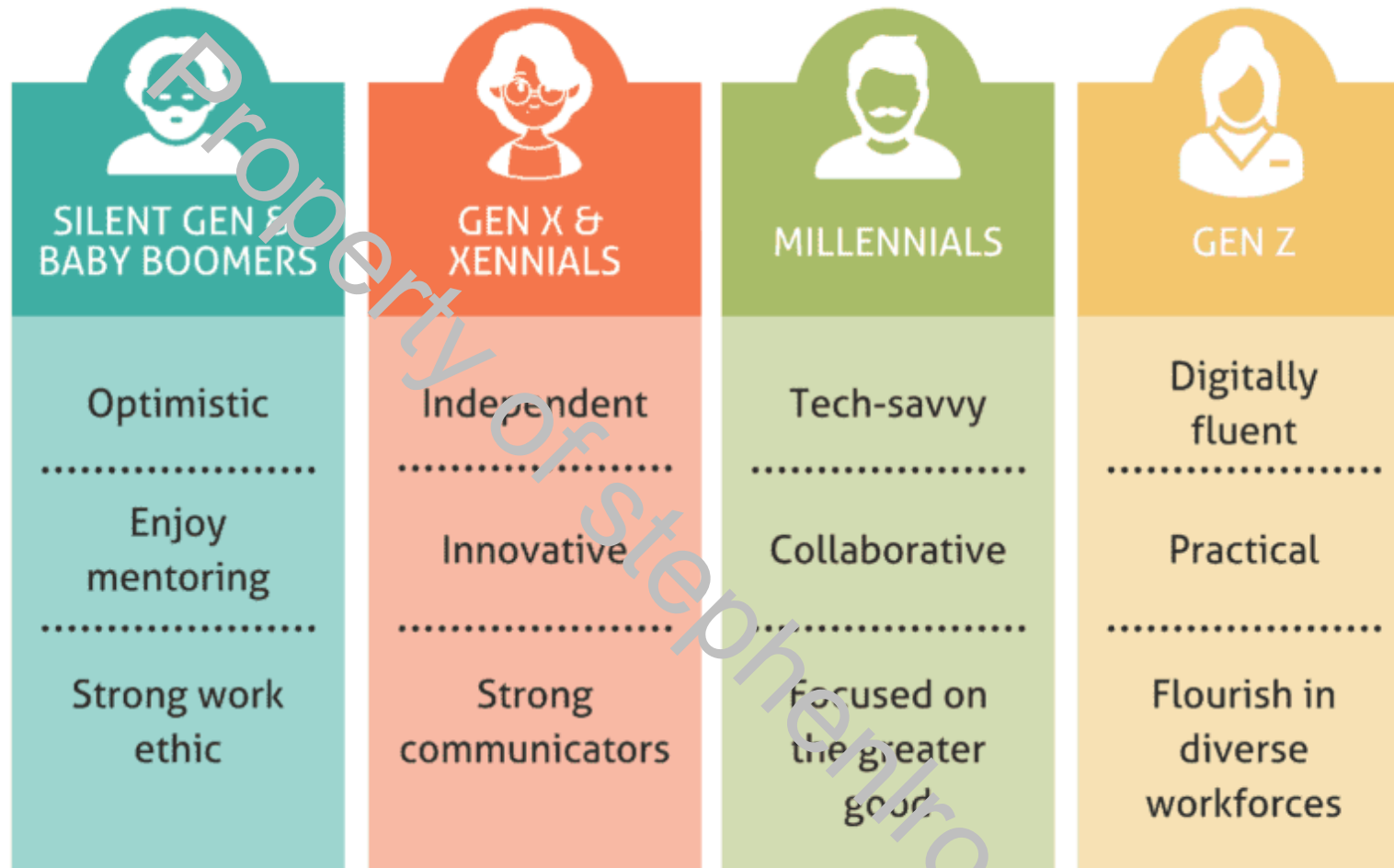


Baby Boomer- 1st Computers

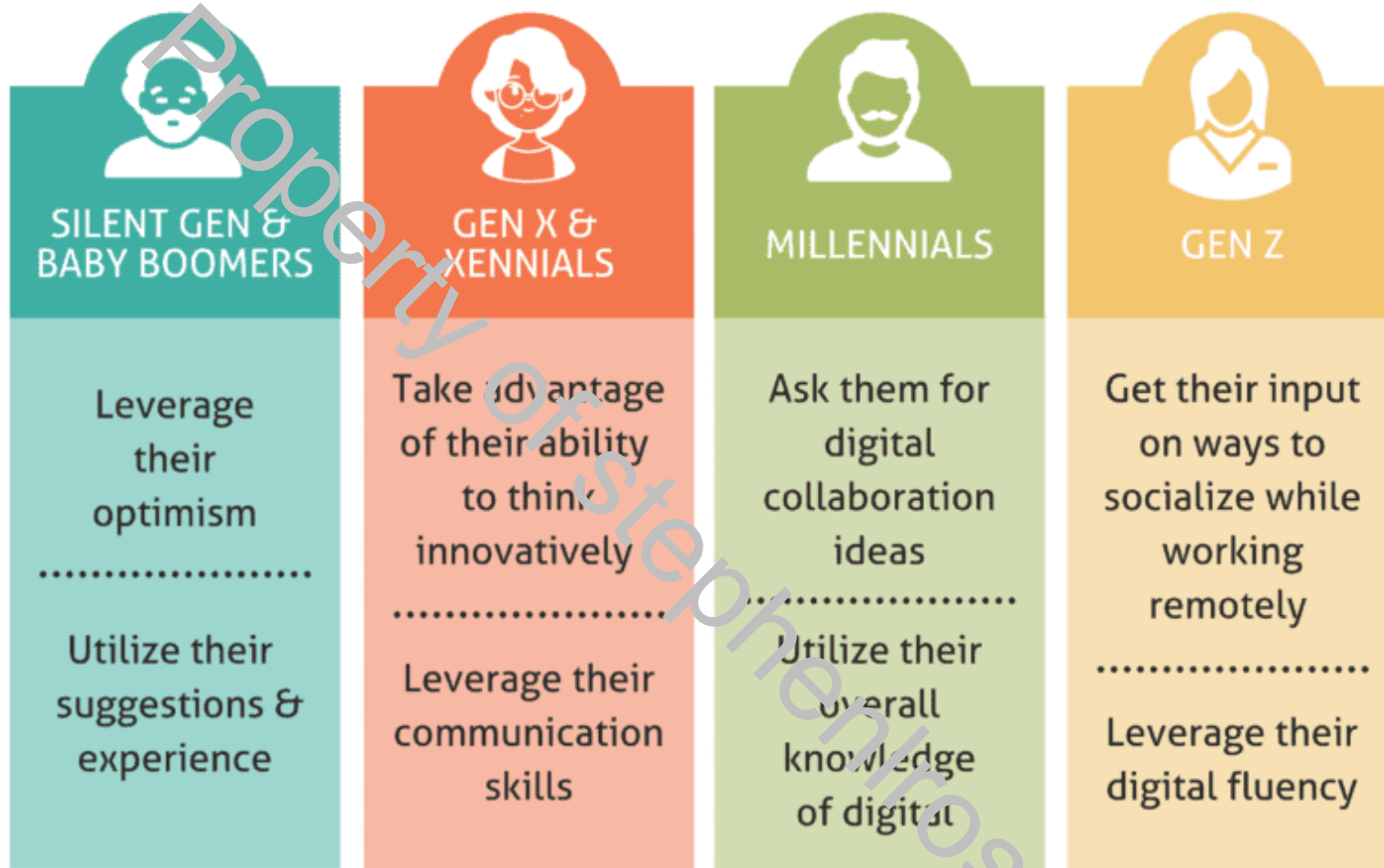
Gen X- First Laptops

Millennials- Fast Internet

Gen Z- 100% Cloud



Traits



Value

How do we start change the culture?

How Changing The Workplace Culture Starts At The Top



The Dolphins Culture Change At The Top!

Successful culture change starts at the top



Why Every Executive Should Be Focusing on Culture Change Now

Forbes

Culture Change: It Starts At The Top

Why Company Culture Starts at the Top



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Examples of C Level Habit Changes

Old Way

Sending Emails

Sending documents

Asking where documents are

Meetings without pretext

New Way

Posting in Teams

Posting/Sharing Documents

Using Copilot

Agendas and pre-reads*

How Do I Get End User Buy-In?

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Time To Play Doctor



Where does it hurt?

When and how often does it hurt?

When did this start?

How impactful will a cure be?

How quickly can we produce a cure?

What job process is painful?

How many times a day do you do this process?

When did the process get more difficult?

How impactful will this solution be? Can it help others?

What is need to implement this change?

Stephen 15/70/15 Rule*

aka

If you build it, they will come**

*patent pending

** Some sooner. Some later. Some only under duress

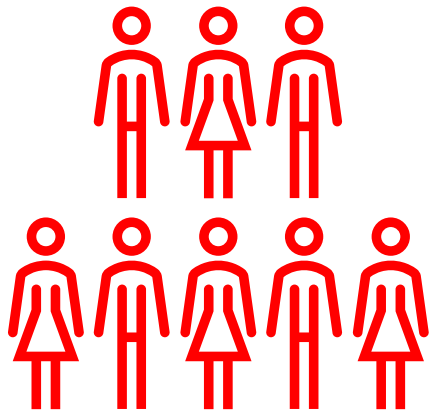


15/70/15 Rule



1000 employees

15/70/15 Rule



15%- Nope! Never!

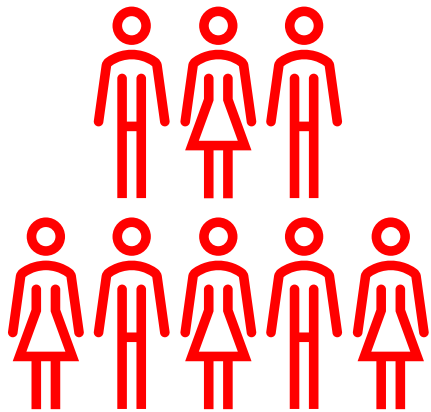


70%- But...

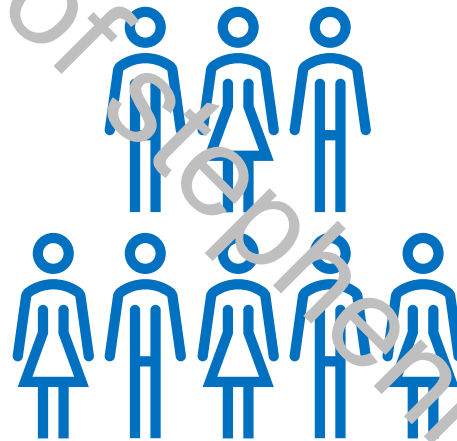


15%- Sign Me Up!

Six Months Later



5%- Nope! Never!



10%- But...



85%- Sign Me Up!

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Changing Mindset Is Hard...

Group Exercise: Imagine A Salad

Ingredients

Proteins

Colors

Texture

Dressing

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(According to my wife, only one of these is a “Salad”)



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Different People

Different Experiences

Different Answers

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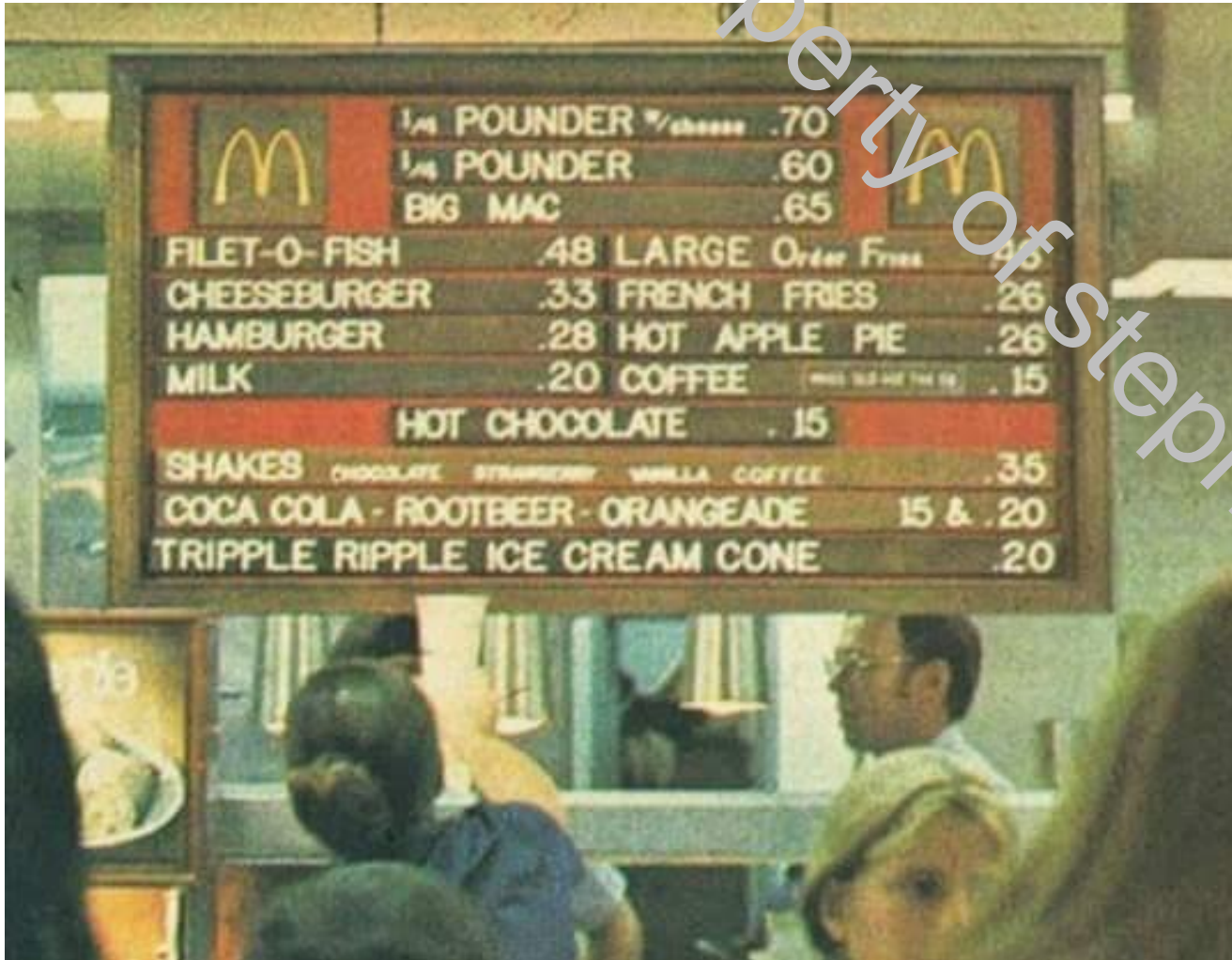
It Takes 21 Days to Break A Habit

How Many of you still look at the McDonalds Menu?

How Many End up ordering the same thing nearly every time

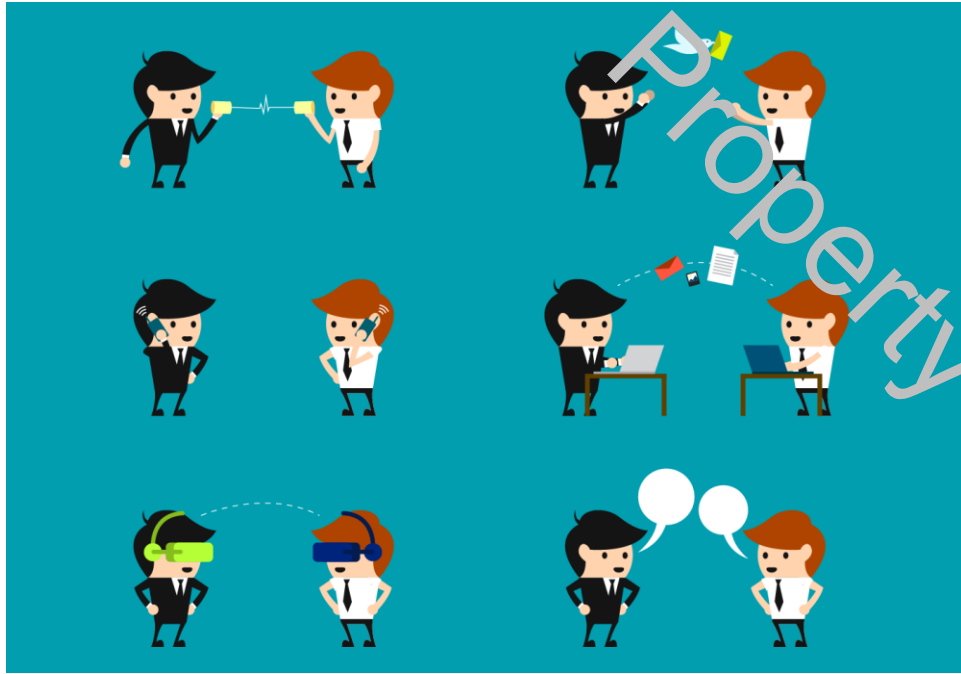
1973

2024



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Tips To Help End Users



Communication is Paramount

What is happening?

Why is this happening?

Who is this happening to?

How will I be made ready for this change?

Where will I get my skilling?

When is all this going to happen?

Understand the Employee POV



They fear that change will eliminate the need for their role

If they don't understand the reason for it – and then they resist it

They worry that their boss won't understand this change will slow me down?

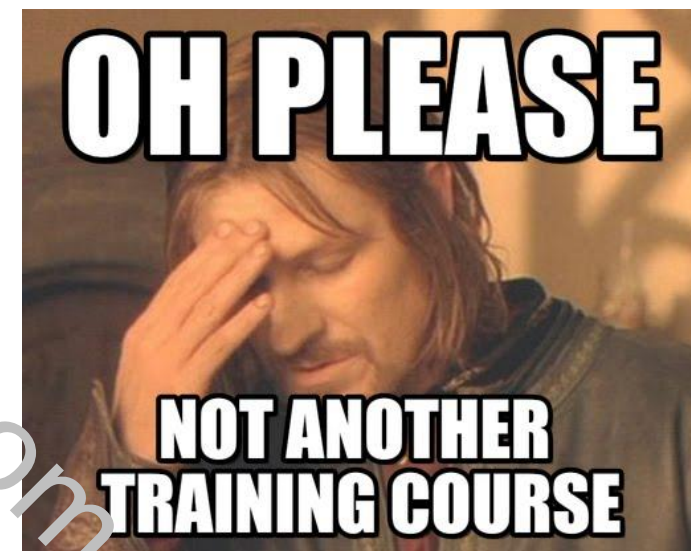
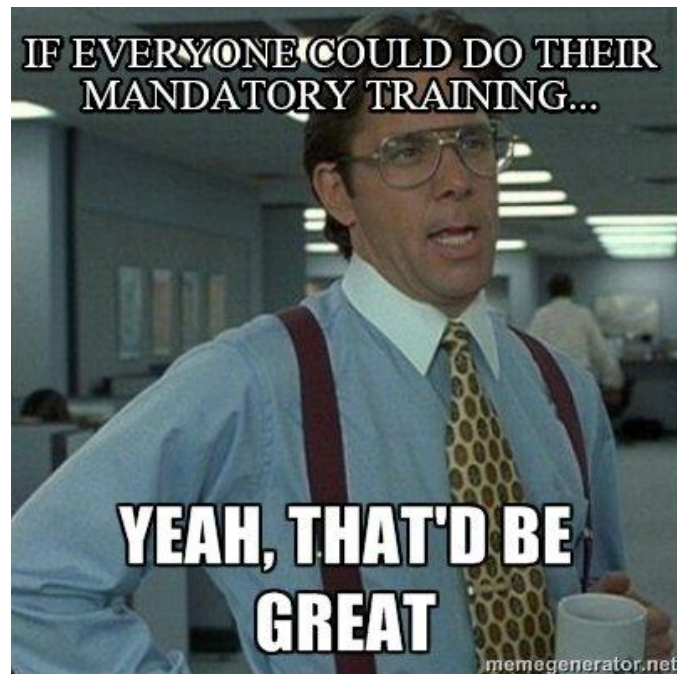
Worry if this new technology or process put my job in jeopardy?

Can I be fired if I don't get up to speed quick enough?

Will I have all the tools I need to be successful?

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Everyone's Favorite



What You Need To Think About

- **Change Champions**
- **Scenario Training**
- **Guided Learning**
- **5 things at a time**
- **Self- Guided Learning**
- **Office Hours**
- **Lunch and Learn**
- **Team training**

Example: Copilot Top 5 Scenarios

- Meeting wrap-up and action items / Meeting brief and prep
- Multiple document or email summaries
- Email creation and response.
- Time Off recap and actions
- Turning a doc into a ppt



Tools



Surveys



Data



Focus
Groups



Observation



Resources

Microsoft Adoption

<http://adoption.microsoft.com>

<https://adoption.microsoft.com/en-us/roles/business-user/>

<https://adoption.microsoft.com/en-us/guides/>

Microsoft Learn

<https://learn.microsoft.com/en-us/training/>

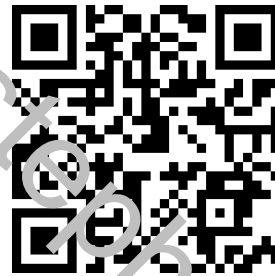
<https://learn.microsoft.com/en-us/training/educator-center/>

LinkedIn Learning

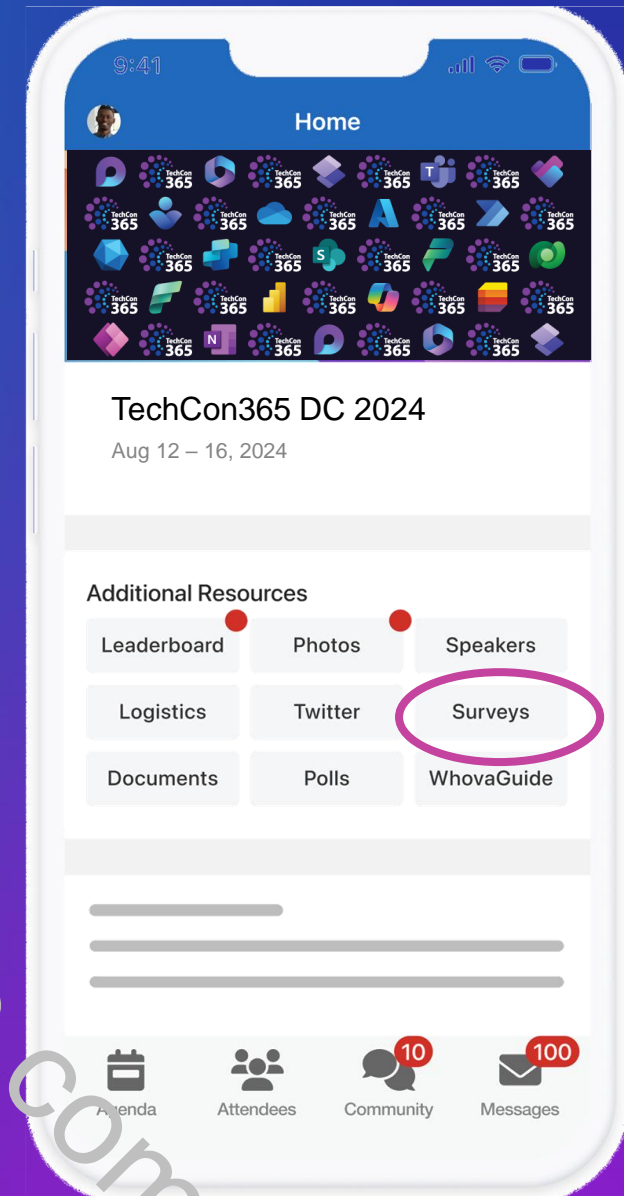
<https://learning.linkedin.com/>

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Thank You



website

stephenrose.com

email

stephen@stephenrose.com

x

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