



Change Management, User Engagement & Training

We know from experience that the people elements of a technology project are equally as important as the technical elements.

Our team can provide advice on how to set-up your project to optimise user buy-in and to ensure culture is considered alongside the technology. Once the system is ready to go, we can provide tailored training courses to support the rollout.

Our services include:

- **Change Management Planning:** If you're planning a large scale project, there are lots of things to consider. Will there be an impact on people's roles? What should your communication plan be? Do you need to inform internal and external people? Is the culture of your organisation likely to support or hinder your efforts? How can you best work within that? If you're looking for a one-off session to generate ideas, or regular support to guide you through the project, we are here to help.
- **Training Needs Assessment:** We have years of experience in running training courses to support your Salesforce implementation. We can of course replicate what we've done elsewhere but if you have the capacity, time and budget, we would always recommend you undertake a training needs assessment so that the training can be designed with your individual users and organisational culture in mind. Hyphen8 can advise you on conducting a needs assessment, or run one for you.
- **Delivering Training:** Many of our team are experienced trainers, able to deliver tailored Salesforce training, either in person, through the development of bespoke training videos, or through virtual sessions. We can provide example training programmes on request.
- **Specialist Training:** Alongside our standard training programmes, we are also experienced in providing 1-1 training sessions for user with accessibility needs, such as the use of screen readers. We can run the training sessions for you, or provide advice and tips on how to make your Salesforce training work for all users.

“There's no point investing time and money into a system if you can't then get people to use it. Investing in the people side of your technology project is key to its success. Hyphen8 are experts in user engagement and adoption and can work with you to make your project a success.”
