

**How to cheat  
at change  
management  
— and get  
away with it...**





## Change is hard.

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Trying a new workout, starting a new job—even putting in new software—can be awkward, especially when making the change wasn't your idea.

So, let's be honest.

If you're the one in charge of new software, you'll face natural resistance. And that's okay. You can get through it. In this guide, I'll show you how to win over employees.

Here's your cheat code.

# Vive la résistance.

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Yup, resistance is alive and well. Especially when it comes to new software. But don't worry—empathy is also. In fact, by understanding why people push back, you can fix concerns long before they interrupt your implementation. And stay in charge.

Let's look at the 6 fears that cause resistance:

## **Fear of the unknown:**

Uncertainty can cause users to cling to familiar tools and workflows.

## **Fear of instability:**

Changes may make users worry they'll be replaced or made redundant.

## **Fear of failure:**

Users may not know how to adjust, meet a timeline, or do their job well after.

## **Lack of awareness:**

Users outside the loop might push back and feel unmotivated to cooperate.

## **Lack of trust:**

If users don't feel you have their best interests in mind, they'll resent the change.

## **Lack of support:**

To adapt to new processes, users need full walkthroughs, not just deadlines.

*Now that you know why employees are hesitant, you can fix their fears. Help them to adopt your software. How? Empower them to change. Stick around, I'll show you how.*

## **Meet your change strategy.**

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Here's the plan.

Start with a change management strategy—a clear adoption timeline, some training opportunities, maybe even long-term goals. But to take it to the next level, you need to empower people to change.





You need to make it all about them. If you've heard the WIIFM principle, you're more than halfway there. It means "what's in it for me?" Helping your users to see the value of the new software is huge. It'll change their focus and eventually their behavior. That's what you want: to remove fear and help them adopt.

So, teach them the value. How? With an eLearning platform.

See, traditional training leaves employees with questions after the session ends and the trainers go home. But an eLearning platform is different. It promotes change empowerment, by giving employees a dynamic, growth mindset. That way, as technology changes, users continue to evolve on the platform.

## The secret to success: change management software.

It's easy. Use a software platform that keeps your team accountable. To make changes smooth and simple to track, choose an eLearning platform with change management software to monitor and optimize progress.

As you explore different change management software options, look for one that allows for change empowerment—not just management. Try to find a software that is:

- ↑↑** **01** | Relevant—tailored to each user's needs in their specific job role.
- ↓↓** **02** | Evergreen—constantly updated to reflect the latest software changes.
- ←←** **03** | Scalable—as applicable for small companies as it is for huge enterprises.
- **04** | Proactive—addressing challenges and questions before they become issues.
- AB** **05** | Visible—gives management the data and metrics to measure adoption success.
- START** **06** | Empowered—directed by employees and designed to increase their productivity.



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**You can tailor instructions, and help make users more productive, by fixing their long-term behavior. Want to learn more?**

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**Let's chat**

