**TRAINING & USER ADOPTION STRATEGY**

**Project**: Odoo ERP Implementation  
**Organization**: Telco Net company  
**Prepared by**: IT Project Manager  
**Date**: June 2025

**1. Purpose**

To ensure all users are equipped with the skills and confidence to use the new ERP system effectively and contribute to a smooth transition.

**2. Training Goals**

* Ensure users can independently perform key tasks on Odoo.
* Maximize user confidence and reduce post-go-live support needs.
* Accelerate adoption and process standardization across departments.

**3. Training Approach**

| **Type** | **Description** | **Target Audience** |
| --- | --- | --- |
| **Role-Based Training** | Tailored to each function (e.g., Finance, HR, Sales) | Operational staff |
| **Train-the-Trainer** | Power users trained to support their departments | Super users |
| **Simulation & Hands-On** | Sandbox practice environment | All users |
| **Job Aids/Manuals** | Quick guides, FAQs, video tutorials | End users |
| **Live Webinars** | Q&A sessions with demo | Remote teams |

**4. Training Tools**

* **Learning Management System (LMS)** (e.g., Moodle or Odoo eLearning module)
* **Zoom/MS Teams** for virtual sessions
* **Odoo test environment (sandbox)**
* Printed manuals and digital guides

**5. Training Schedule**

| **Phase** | **Activity** | **Date** | **Responsible** |
| --- | --- | --- | --- |
| Phase 1 | Needs Assessment | [Insert] | HR & PM |
| Phase 2 | Training Content Creation | [Insert] | Change Lead |
| Phase 3 | Delivery to Super Users | [Insert] | Vendor/Trainer |
| Phase 4 | End-User Training | [Insert] | Super Users |
| Phase 5 | Post-Go-Live Refreshers | [Insert] | Support Team |

**6. User Adoption Strategy**

**a. Engagement**

* Stakeholder workshops and townhalls
* Early involvement of end-users in design & UAT
* Change champions in each department

**b. Communication**

* Regular email updates on progress and benefits
* Countdown to Go-Live banners & reminders
* FAQ portal

**c. Support Post-Go-Live**

* Onsite support for first 2 weeks
* Dedicated helpdesk / support line
* Knowledge base (hosted in Odoo or SharePoint)

**7. Adoption KPIs**

| **Metric** | **Target** |
| --- | --- |
| Training attendance | ≥ 95% |
| Task completion accuracy | ≥ 90% |
| User satisfaction survey | ≥ 85% |
| Post-go-live support tickets | Decrease by 50% within 4 weeks |

Would you like these in editable **Word documents** or included in a **full project portfolio ZIP folder** with the other deliverables (Charter, Risk Register, Gantt, etc.)?

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