



Elise van den Bosch

Jeroen van Steijn

Enhancing Modern Workplace Efficiency: Improving user adoption with AI



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INTERSTELLAR



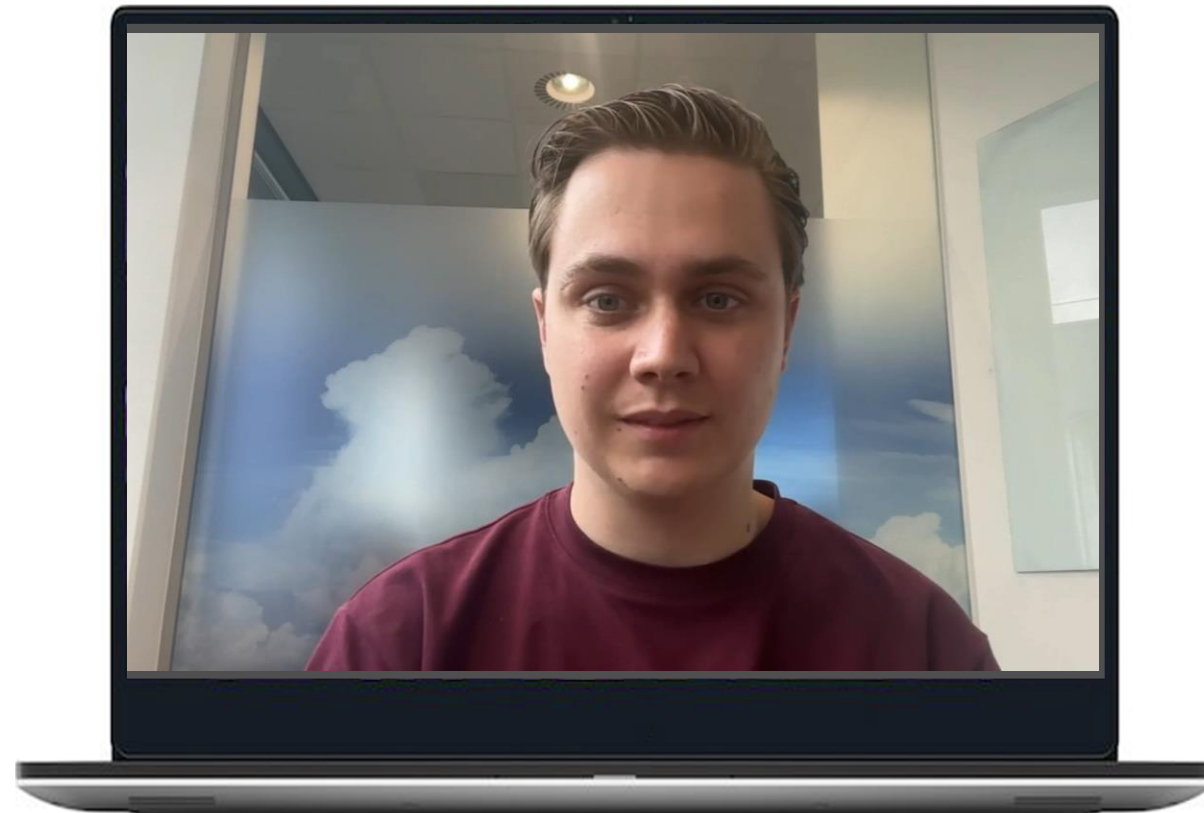
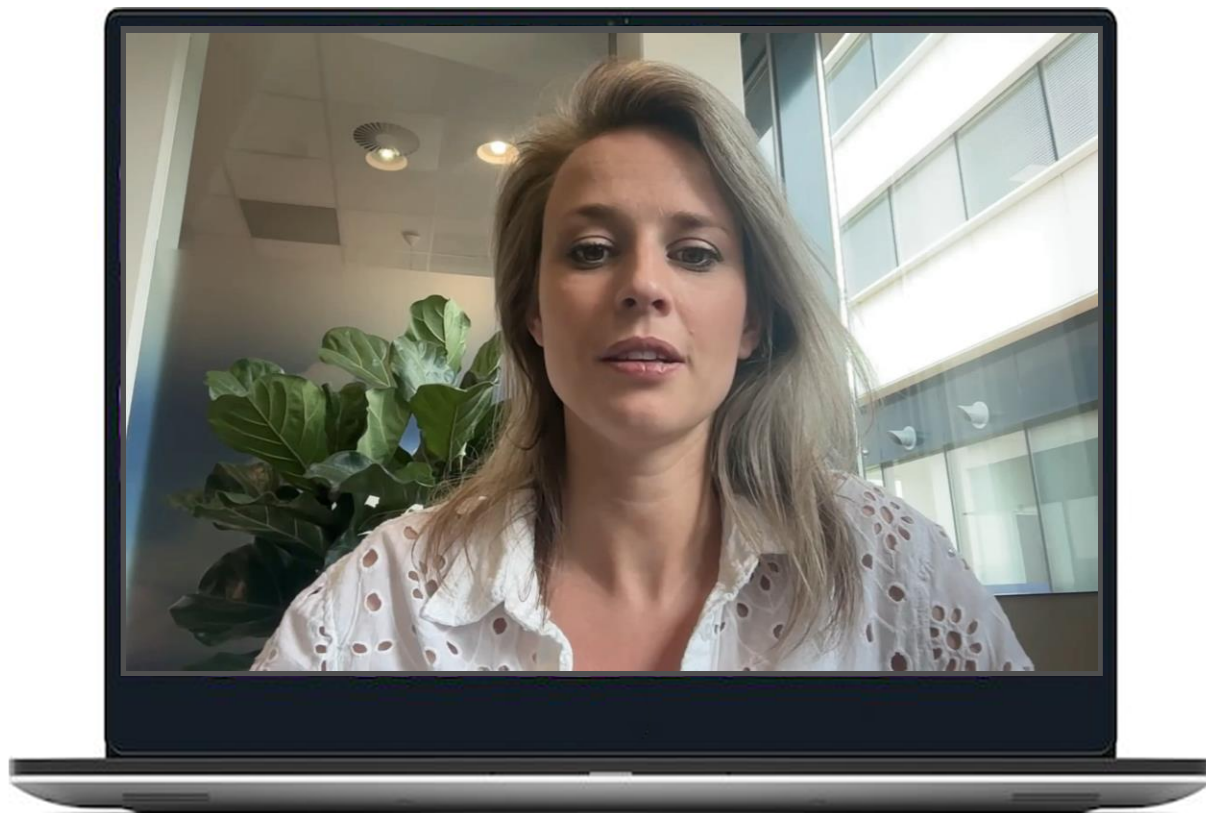
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Speakers



**Elise van den
Bosch**

Change- & Adoption
consultant



**Jeroen van
Steijn**

Team Lead Data & AI



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Enhancing Modern Workplace Efficiency: Improving User Adoption with AI

- Prepare for the age of AI
- Examples of AI in the present day



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What are we going to discuss?

+ 1. Fears of an adoption consultant

2. Adoption without AI

+ 3. Insight in the adoption process

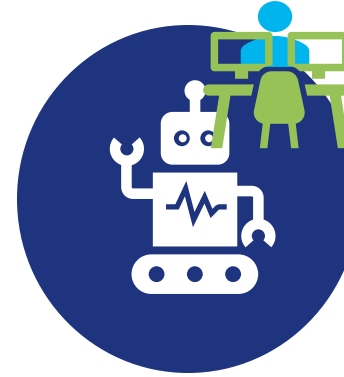
4. Practical examples

An adoption consultants' fears

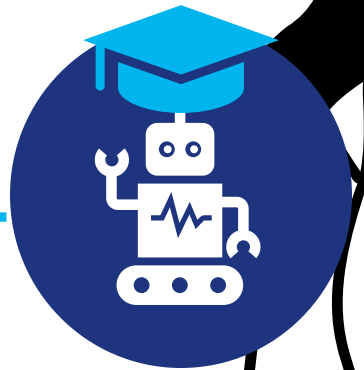
"Can AI provide personal touch?"



"A Bot will not be able to do Floor Walking"



"A bot is not going to provide classroom training!"



"Will AI eventually take over my job?"



Adoption challenges

Manual adjustments



Material is quickly outdated



Individual wishes and demands



Custom work is a lot of effort and time





Adoption Process

AT-A-GLANCE



PREPARATION

- Project plans
- Communication



BUILDING A TEAM

- Project Team
- Key-user network



INSTRUCTION

- Training
- Instruction material



AFTER CARE

- Floorwalking
- Meetings



EVALUATION

- Conducting reviews
- Analyzing
- improving



1. Preparation

PREPARATION

- o Project plans
- o Communication



BUILDING A TEAM

- o Project Team
- o Key-user network



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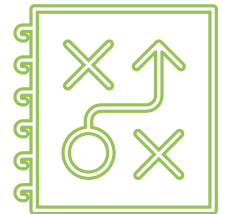
+ 1. Preparation

Actions

- Adoptionplan
- Communicationplan

Challenges

- Writing plans = time consuming
- Aligning plans with customers needs
- Aligning plans with organisation and sector





Example Phase 1 Preparation:

AI Solution: CoPilot / ChatGPT



U

Write a communication plan for a corporation that wants to adopt Microsoft Sharepoint



Copilot

Certainly! Here's a basic outline for a communication plan tailored for a corporation looking to adopt Microsoft SharePoint:

Communication Plan for SharePoint Adoption

Objective: To effectively communicate the upcoming adoption of Microsoft SharePoint to all employees, ensuring a smooth transition and encouraging the successful use of the platform.

Audience:

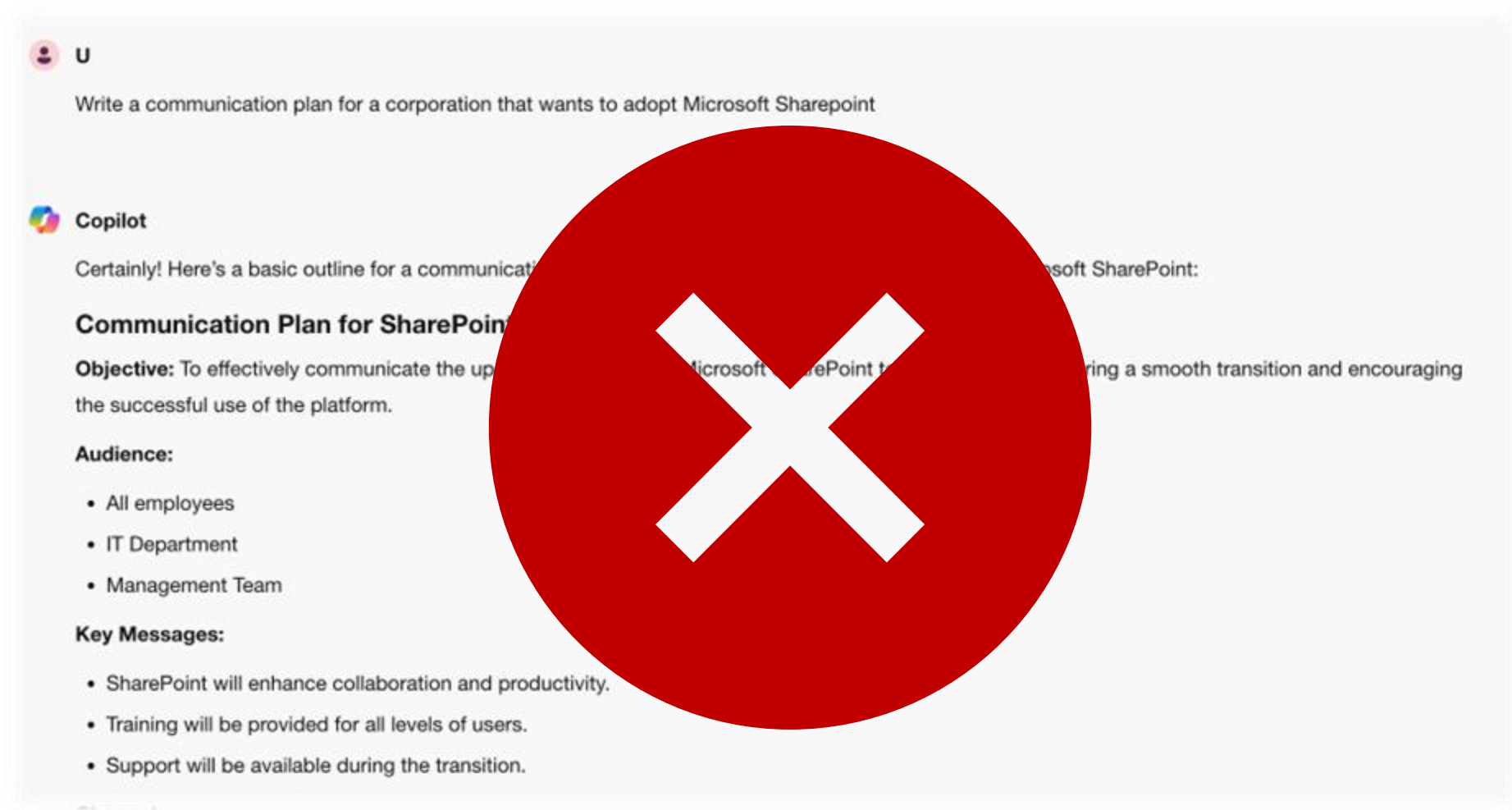
- All employees
- IT Department
- Management Team

Key Messages:

- SharePoint will enhance collaboration and productivity.
- Training will be provided for all levels of users.
- Support will be available during the transition.

Example Phase 1 Preparation:

AI Solution: CoPilot / ChatGPT

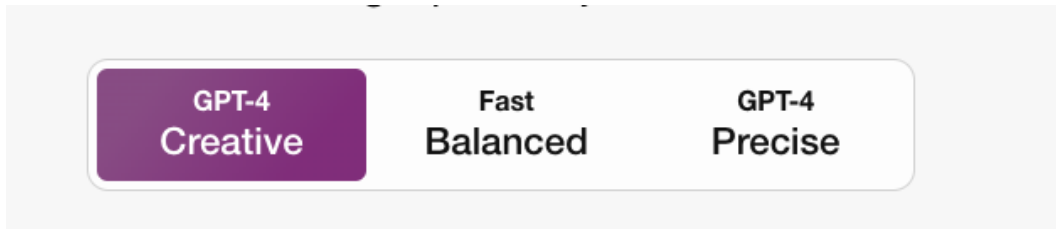




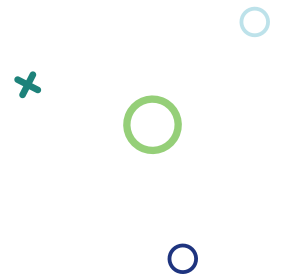
+ AI Solution: CoPilot / ChatGPT



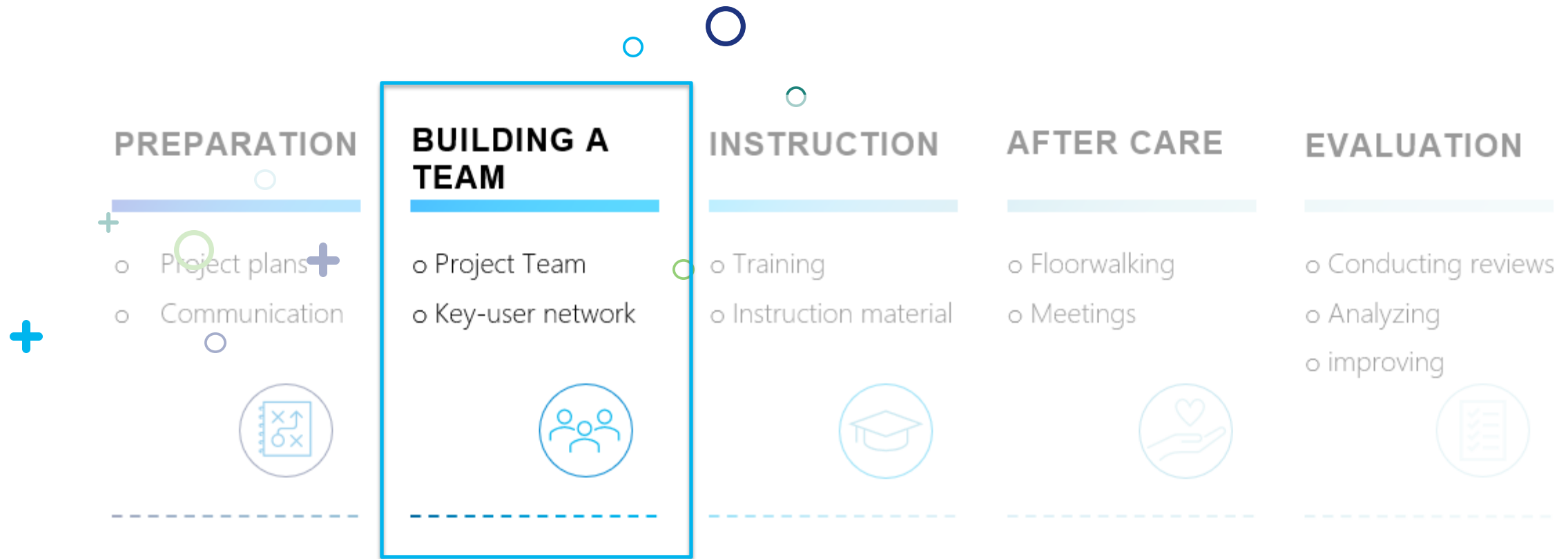
1. Ask one thing at a time
2. Provide context
3. Use the right model for the job



Go see all of the great content available for the adoption of AI!



2. Building a Team





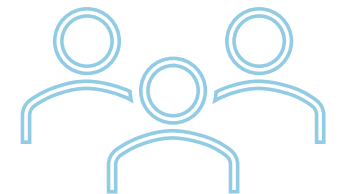
+ 2. Building a Team

Actions

- Forming project team
- Forming a key-user network

Challenges

- High level of involvement
- Not always available



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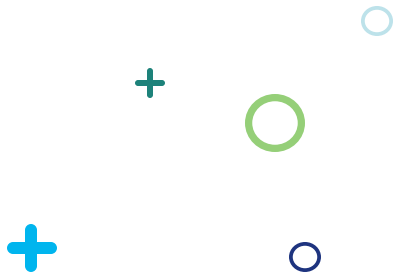
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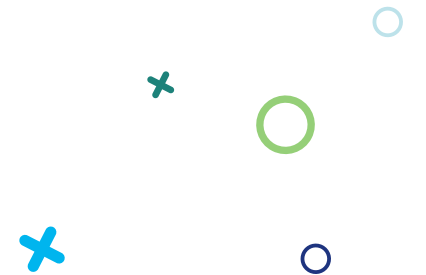


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Example: Phase 2 Building a Team

AI Buddy & *SharePoint knowledge base*





Example: Phase 2 Building a Team

AI Buddy & *SharePoint knowledge base*

When should I place my files in Teams or in OneDrive or on my desktop?

Deciding where to store your files among Teams, OneDrive, or your desktop depends on the level of accessibility, collaboration, and security you require:

- **Microsoft Teams** is ideal for files that you are actively collaborating on with your team. It allows multiple users to work on the same document simultaneously and provides easy access to shared resources within your team or organization.
- **OneDrive** is a cloud storage service that is best for personal work files that you want to access from anywhere or share with others on a case-by-case basis. It offers the flexibility to edit your projects from any device and is integrated with Office Online.
- **Desktop storage** should be limited to temporary files or those that do not require backup. Files stored on your desktop are only accessible from that specific device and are at risk of being lost if the device is damaged or compromised.

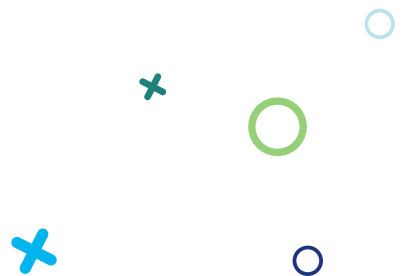
For work-related documents, it is generally recommended to use Teams or OneDrive for better security and collaboration features. Desktop storage is less secure and does not offer the collaboration and accessibility benefits of Teams and OneDrive. Always consider the sensitivity and the collaborative nature of the files when deciding where to store them.

Remember, it's essential to follow your organization's policies and best practices for file storage and management. If you need more detailed guidance, I can provide information on best practices for file storage in Teams, OneDrive, or desktop based on your organization's governance documents and policies. Would you like that?

 Copy

1 of 30 responses

AI-generated content may be incorrect



Example: Phase 2 Building a Team

AI Buddy & *SharePoint knowledge base*

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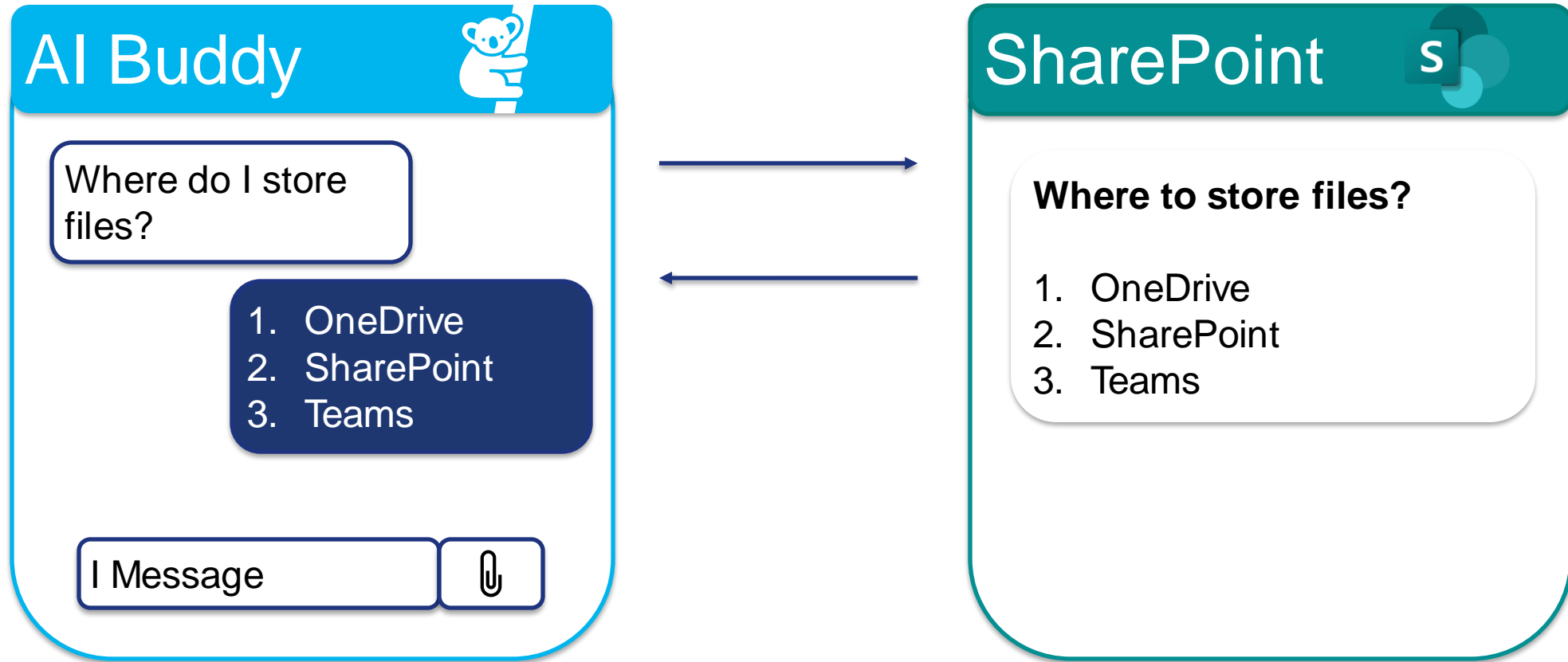
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Example: Phase 2 Building a Team

AI Buddy & *SharePoint* knowledge base





+ Feedback loop

- Integrate the 'Adoption buddy' with manuals;
- Any missing information is returned as feedback;
- Using copilot to update the manual



3. Instruction

PREPARATION

- Project plans
- Communication



BUILDING A TEAM

- Project Team
- Key-user network



INSTRUCTION

- Training
- Instruction material



AFTER CARE

- Floorwalking
- Meetings



EVALUATION

- Conducting reviews
- Analyzing
- improving





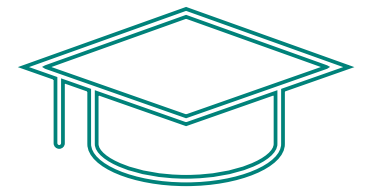
+ 3. Instruction

Actions

- Training
- Instruction material
- FAQ's
- Video's
- Roadmaps

Challenges

- Customisation: always adapting to customer needs
- Solutions are always changing



Exemple Phase 3: Instruction:

AI Solutions: Personalised Manuals

AI supported adoption

Personalize

Changelog
Incorporator

Existing Manual

1	
2	# Waar gebruik ik Sharepoint voor?
3	
4	Je zult Sharepoint voornamelijk gebruiken als informatiebron. Dit doe je via de Intranetpagina of de Support portal.
5	
6	Verder is Sharepoint ook een hele handige manier om naar bestanden of informatie binnen je organisatie te zoeken. Dit doe je met de zoekbalk bovenaan elke Sharepointpagina.
7	

Your Role

Recruiter

Generate Personalized
Manual

Personalized Manual

De aangepaste handleiding voor de recruiter rol is:

Waar gebruik ik Sharepoint voor als recruiter?

Als recruiter zul je Sharepoint voornamelijk gebruiken als informatiebron. Denk bijvoorbeeld aan het opzoeken van details over openstaande vacatures of salarisschalen via de Intranetpagina of de Support portal.

Sharepoint is daarnaast ook een handige tool om snel naar specifieke bestanden of informatie binnen je organisatie te zoeken. Je kunt bijvoorbeeld de zoekbalk bovenaan elke Sharepointpagina gebruiken om de laatste versie van het personeelshandboek of recente CV's van kandidaten te vinden.

Exemple Phase 3: Instruction:

AI Solutions: Personalised Manuals

Existing manual

How to customise the view of participants in Microsoft Teams:

During a meeting, click on the "More options" menu (three dots).

Select "Gallery".

By default, participants are displayed in

Changelog

<https://techcommunity.microsoft.com/t5/microsoft-teams-blog/r>

As we head into 2024, the air is filled with resolutions, aspirations, and goals for the new year. As individuals, we strive to better ourselves in the coming year. The Teams product team also strives to make your meetings better. We're excited to share how Teams is getting better with updates that will help you customize every meeting, present content seamlessly, and enhance meeting efficiency with simplified processes. Below we'll take a closer look at how we're evolving meetings in Teams to deliver new engaging and flexible controls that help you level up your meetings in 2024.

Generate Output

Up-to-date Manual

The updated guideline is:

Customising Your Microsoft Teams Meetings

Customisable Meeting Views

1. **Default Gallery Experience:** In a Microsoft Teams meeting, every participant will be placed in tiles of equal size (16:9 ratio), whether their video is turned on or off. This new default gallery layout promotes consistency and predictability across all meetings.

You can customise the number of participants visible on your screen to best fit your preference. You can choose from layouts displaying 4, 9, 16, or 49 participants.

2. **Personalising Your Tile:** If you find viewing your own tile distracting, there's an option to hide your own tile from your gallery view. This will

4. After Care

PREPARATION

- Project plans
- Communication



BUILDING A TEAM

- Project Team
- Key-user network



INSTRUCTION

- Training
- Instruction material



AFTER CARE

- Floorwalking
- Meetings



EVALUATION

- Conducting reviews
- Analyzing
- improving





+ 4. After Care

Actions

- Floorwalking
- (Digital) meetings

Challenges

- Lowering resistance to change
- Time consuming



5. Evaluation

PREPARATION

- Project plans
- Communication



BUILDING A TEAM

- Project Team
- Key-user network



INSTRUCTION

- Training
- Instruction material



AFTER CARE

- Floorwalking
- Meetings



EVALUATION

- Conducting reviews
- Analyzing
- improving





+ 5. Evaluation

Actions

- Conducting reviews
- Evaluation forms
- Feedbackloops
- Analysing & Improving

Challenges

- Improving based on feedback
- Summarizing feedback





Exemple Phase 5: Evaluation

AI Solution: analyse evaluations

3. Op- aanmerkingen of tips voor de trainer

[Meer details](#)

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Antwoorden

Meest recente antwoorden

"De uitleg was te theoretisch"

"De training over Teams en OneDrive voldeed niet aan mijn verwachtingen..."

4. Welke informatie was het meest waardevol?

[Meer details](#)

245

Antwoorden

Meest recente antwoorden

"De hands-on oefeningen"

"De informatie over basisfuncties van Teams en OneDrive was het meest wa..."

"De hands-on oefeningen en de duidelijke uitleg van de functies van Teams..."

5. Welke informatie heb je gemist?

[Meer details](#)

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Antwoorden

Meest recente antwoorden

" Meer uitleg over geavanceerde functies"

"Ik heb gedetailleerde praktische voorbeelden en case studies gemist die re..."

"Meer specifieke case studies en voorbeelden die direct relevant zijn voor o..."



Example Phase 5: Evaluation

AI Solution: analyse evaluations

Uw feedback was als volgt:

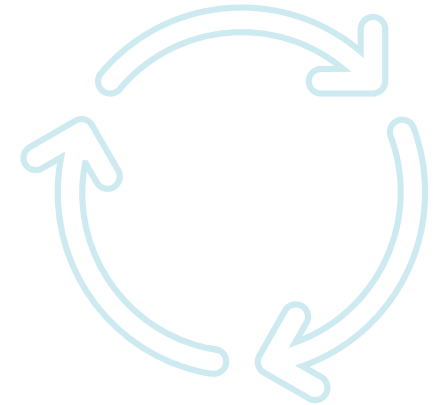
- Er waren te weinig pauzes tijdens de training, wat het moeilijk maakte om de informatie te verwerken.
- De training werd als te snel ervaren, waardoor het lastig was om alle informatie goed te begrijpen.
- De hands-on oefeningen waren nuttig, maar er was een wens voor meer tijd voor vragen en persoonlijke begeleiding.
- Er is een behoefte aan meer relevante case studies die aansluiten bij onze werkomgeving.
- De uitleg tijdens de training werd als te theoretisch ervaren, zonder voldoende praktische voorbeelden.

Ik hoop dat deze samenvatting uw feedback correct weergeeft. Als u nog meer details wilt delen of verdere ondersteuning nodig heeft, sta ik voor u klaar.



+ Conclusion

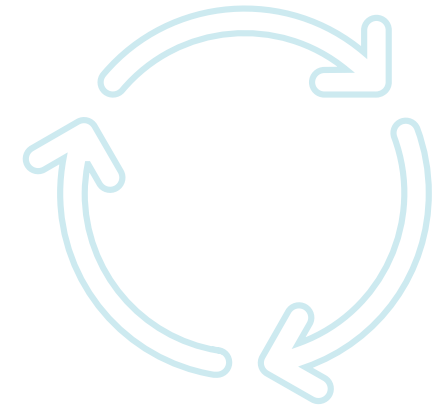
- Not everything is solved with AI.
- Adoption can become more, not less personal by using AI.
- AI is not about cutting costs but about providing a more valueable experience





+ Our advice

- Start with utilizing AI so that you:
 - Understanding what AI can improve
 - AI gradually takes over some automatable tasks
 - Start improving the value of your adoption process today!





Please evaluate this session in the App.

THANK YOU

Are there any questions?

