

Engaging with Technology: Are you ready to throw out your CD collection?

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Listen to the music

- Live band music
- Live band music on the radio
- Vinyl Albums
- Radio playing records
- 8 track tapes for our cars
- Cassette tapes for music anywhere
- Compact Disc
- Digital – MP3
- Streaming music

Give it all up?



What are the technologies?

- Unmanned Aerial Vehicle (UAV/UAS)
- Remote Sensing
- Internet of Things
 - Micro-sensors
 - Networks
- Citizen Scientist – engaging public input/data
- Mobility – Connected and Disconnected
- Cloud Computing
 - Amazon Web Services - on demand computing
- Predictive Analytics
- Virtual Reality/Augmented Reality (VR/AR)

Fear of something new

- Have invested a lot into what we already know -muscle memory
- Will have to invest a lot of money/time in something new
- Comfortable with what I have – it's familiar
- Don't like to be unsure
- Hard to go from being the “expert” to the “novice”



Do I have to change?

- No you don't have to
- But not changing has a price as well



Drivers for Change

- Technology itself may force you
 - Can't find a CD Changer anymore
- Economics may force you
 - Too expensive to maintain – technical debt
- Competition
 - They are or will be doing it
- Customers and Workforce
 - Demanding customers
 - More advanced skill sets

Adoption

- How to get people on-board?
 - What is in it for them?
 - What is their fear?
 - What are the motivators?
- Managers - Your job:
 - We are in this together
 - Build a bridge to the new way
 - It's **not** the “easy button”



Empathy

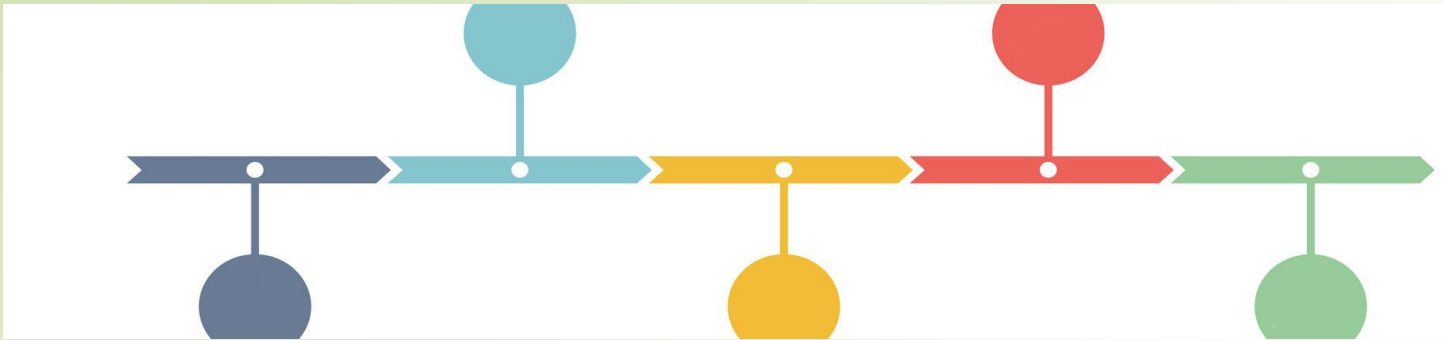
- Marriam-Webster : the action of understanding, being aware of, being sensitive to, and vicariously experiencing the feelings, thoughts, and experience of another of either the past or present without having the feelings, thoughts, and experience fully communicated in an objectively explicit manner; *also* :the capacity for this

People and Processes

- It is about people
 - Who are the consumers?
 - Who are the users?
 - What are the expectations?
- Examine Business Processes
 - Technology does not fix a bad business process
 - Fix processes before implementing
- Involve your clients if you can
 - If they are receiving or interacting with your technology

Realistic Expectations

- Depending on size and scope of project



- The goal is adoption, not a quick system implementation
- It takes “play” time to learn something new – build it in

Have a Champion

- A champion is not the project manager and it might not be you
- The champion is someone who understands how the change will **transform** the work, people and processes!
- They have vision for the future.
- The champion has empathy! Better yet – **needs** empathy!



Approachable and Intuitive

- When looking for technology solutions start with:
 - How easy is it to use?
 - How easy is it to learn?
 - What is the support?
 - Is the solution “welcoming”?
 - Less is more
 - 80/20 rule



How do your employees learn?

- Micro-Learning
- Bite Size Learning
- Allow for time and refreshers
- Play a bit – it won't hurt



Brand it

- Give it a home grown kind of feel
- Personalize your initiative
- If you have the luxury of a Marketing team, recruit them



Don't Over Think It

Stay focused on the goal and don't get lost down the...

- Document Issues
- Rating scale
- Take the emotion out



Distractions

Be careful of **B.S.O.S**

- ***B**right **S**hiny **O**bject **S**yndrome*
- All that “super cool” functionality could have little impact to the goals/objectives



Recap

- **Champion** – Close to the business and transforming
- **Involvement** – If you can, bring your team and clients into the process
- **Transforming** – Give it the attention and time it needs
- **Empathy** - Change can be hard
- **Micro-learning** – Small bites, reducing the overwhelming feeling of learning again
- **Celebrate** the successes – the hard work is paying off
- **Have Fun!**

Wrap it up

- The more things change, the more they stay the same
- Technology may change how we capture, process and view data, but...
- ...In the end - still making informed decisions for our clients

The music is the same, only how we access to listen to it has changed

Thank You

Thank You!