



## Managing change and transition...

Recent years have seen huge changes in computer technology. Workers in every sector have been bombarded with new hardware and software, new mobile technology, and extreme pressure to produce more in this bewildering array of change. This affects everyday tasks like emails and computer work, adding to already stressed workplaces and creating a sense of "Future Shock" as the pace of change escalates.

That is why **Priority Management** created a partnership with **Focussed Integration Training (FIT)** and **Software Learning** to develop a series of change management programmes to manage behavioural change in workplaces caused by introductions of new technology. These programmes focus on the people who have to implement and work with change; understanding their fears and their concerns, explaining why the change is necessary, what it can do for them, and then showing them how they can use the changes to benefit them and their work.

### Some recent transition projects...

#### *Document Management Systems Roll-outs*

FIT has developed a range of projects dealing with the roll-out of new document management systems such as TRIM, DataWorks, Objective and Hummingbird. Major projects have included BHP Billiton Mitsubishi Alliance, FKP Property Group, Victoria Premier's Dept, Tweed Shire Council and Workcover NSW. More than three thousand employees of these organizations have been involved in these projects

#### *Changes of Software types*

Priority Management and Software have developed programs for organizations which change from one software to another. Major clients have included Alcan Aluminium in Gove, Northern Territory (Outlook to Lotus Notes); Pine Rivers Shire Council, Brisbane (Groupwise to Outlook); and Haileybury College, Melbourne (Groupwise to Outlook)

#### *Changes of software versions*

Software has developed transition courses for software upgrades, vital in these days when upgrades are revolutionary and not just minor changes. Major clients in the transition to Office 2007 have included Queensland Institute of Mining Research (Transition to Office 2007); Gladstone Port Authority; East Gippsland Water, and Energy Developments (upgrade to Lotus Notes)

#### *New Hardware*

Priority Management's *Working Sm@rt with Blackberry* programme is an example of new innovative training programmes brought to bear on easing the transition of people into the effective use of new technology. Clients have included Brisbane City Council, Optus Telecommunications, and Telstra



## What our clients say...

"Basic features to get started. Will save time when we go live."

**Rebekah Brennan, QIMR**

"Clear explanations and good review exercises"

**Tracey Laing, QIMR**

"The training program was run very efficiently. The trainers were very accommodating & understanding"

**Sue Rothwell, FKP Australia**

"Hands on, immediately beneficial, and of high personal and business value."

**Tony Koch, Alcan Aluminium, Gove NT**

"Learning a new management system with better efficiencies"

**Sharyn Pickering, FKP Australia**

"I learnt a lot during the Hummingbird sessions. The course was definitely worth attending."

**Shana Turner, BHP Billiton Mitsubishi Coal**

"Quick, simple tools to get everyday jobs done more effectively."

**Jo Silverman, Haileybury College**

"Good interaction with presenter, ease of understanding with the changes."

**Greg Wakely, Gladstone Ports Corporation**

"Practical Exercises with basic steps to register documents & emails, search and task on documents valuable."

**Tanya Fountain, Tweed Shire Council**

"Was tailored to the groups' needs, many opportunities to ask questions."

**Paul Wuth, Burdekin Dry Tropics**

"best workshop I've been on since I joined Alcan."

**Anne Taare, Alcan Aluminium, Gove NT**

## What you can do to manage transition and change..

If your organization is introducing or upgrading new software, or rolling out new mobile devices, or a new document and record management system, don't risk the problems of staff resistance, stress and lost productivity and effectiveness while the system takes its time to adjust, probably badly, to the new conditions.

Proactive change management can resolve these issues, achieve the increase in productivity that the change will bring, and have the added benefit of improving morale and staff support for the change. And it is surprisingly economical : Our change management programmes are a fraction of the cost of the hardware or software purchased

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