



An interactive discussion...Are your people prepared for GIS Success?

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Esri Southeast User Conference



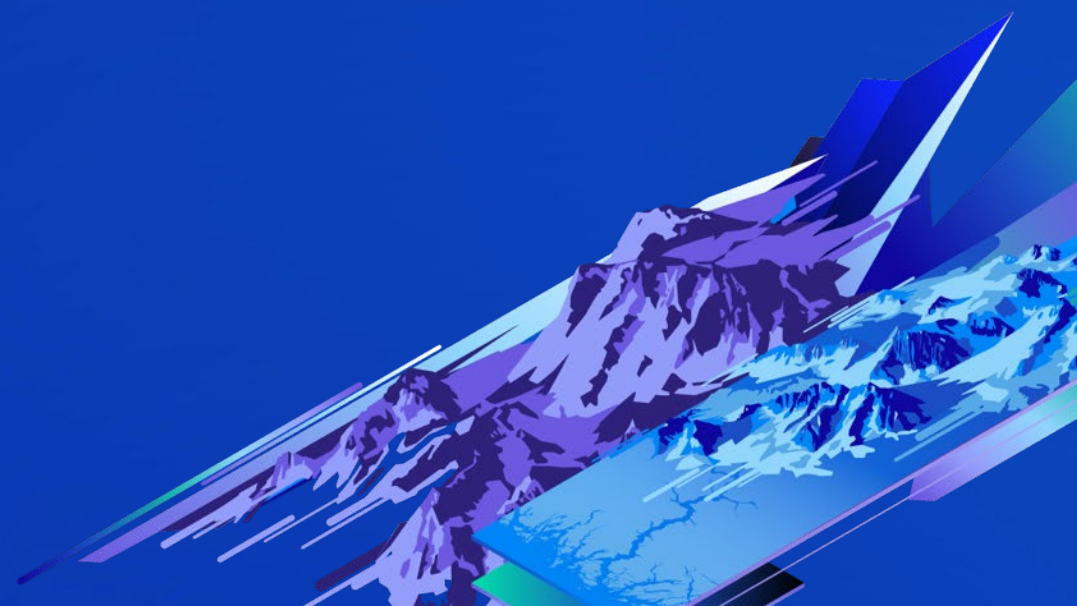


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Esri Senior Training Consultant

- 15 years of Training Consulting Experience
- Working with Federal, State and Local Government customers
- Focusing on Adoption Strategies and Workforce development and success planning

SUCCESS



SUCCESS noun

suc·cess | \ sək-'ses \

Definition of success

1a: degree or measure of succeeding

b: favorable or desired outcome

also : the attainment of wealth, favor, or
eminence

2: one that succeeds

How do you measure Success?



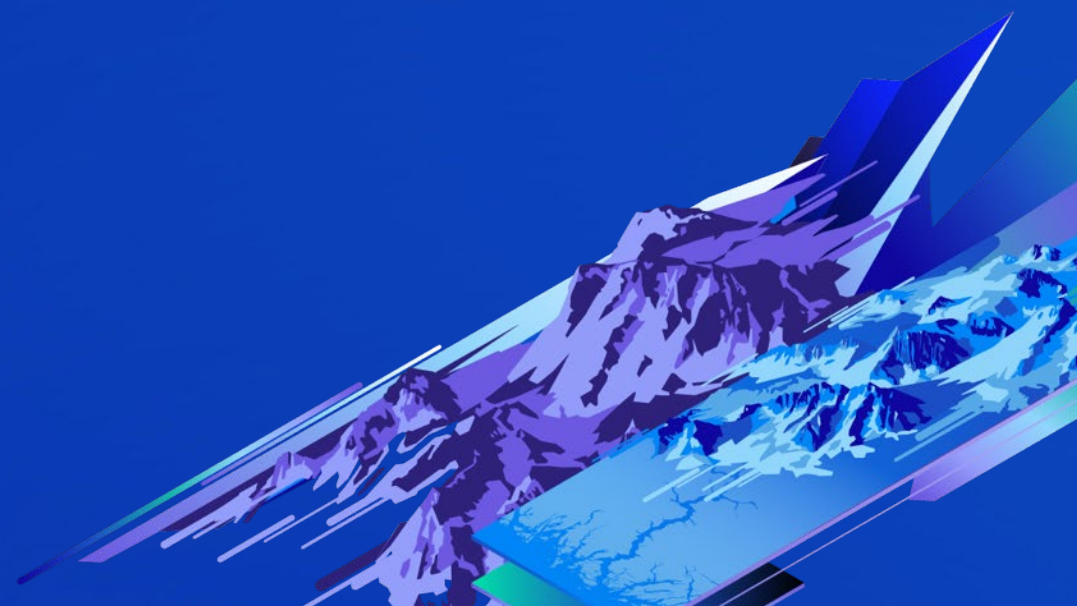
What is keeping you from success?



What does GIS Success Look like to you?



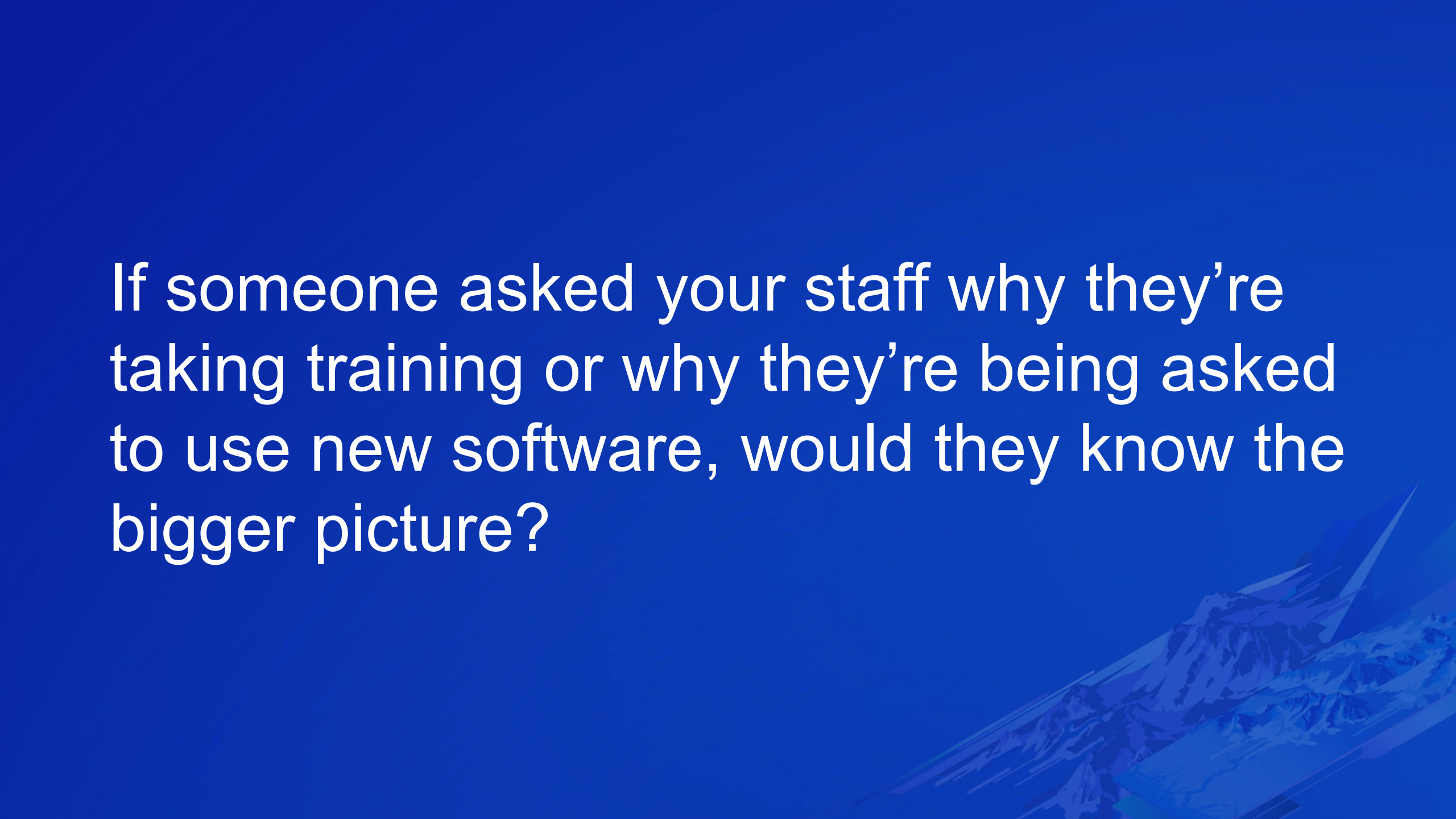
People



When you look ahead at your goals, are your staff in the picture?



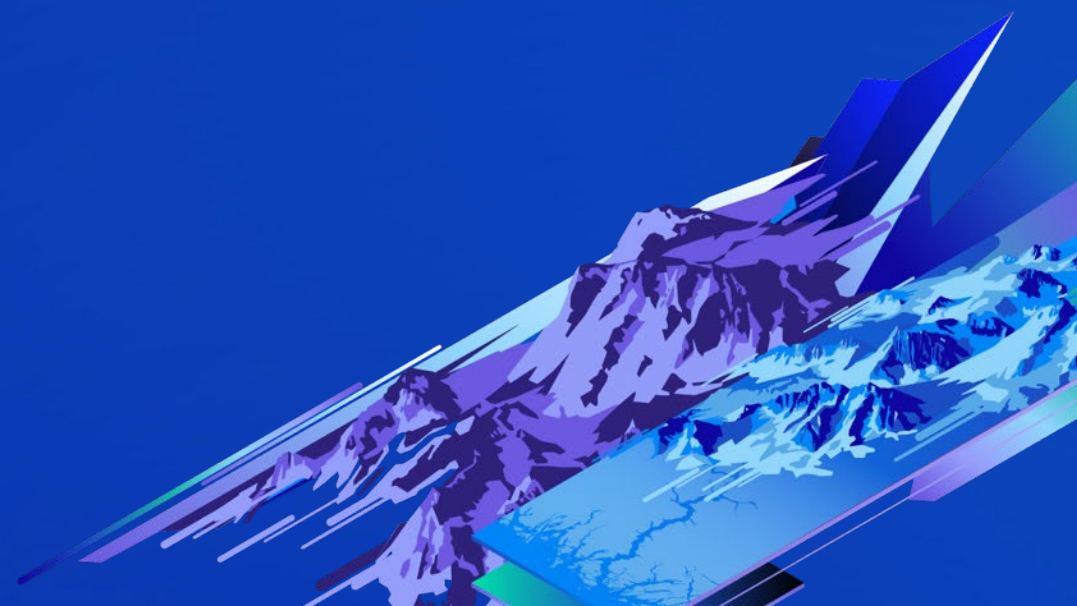
If someone asked your staff why they're taking training or why they're being asked to use new software, would they know the bigger picture?



Can you have success without your staff?



So What?



Esri Provides Solutions for Both



Software




People

How can Esri Help you to make your people successful?




- Training Plans
 - Communication planning
 - Adoption strategies
 - Workforce Development Plans
- 

Training Plans

1. Focused on specific products
 2. Meet with individuals or teams to gather a complete understanding of training needs
 3. Single plan or phased approach
 4. Fully customizable to meet your specific needs
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Communication Planning

1. Meeting with parties to understand potential downfalls and roadblocks
 2. Create a comprehensive plan addressing these issues with suggested solutions
 3. Workshops to help staff better understand how each other communicate
 4. Consulting time available to help with specific communication projects
- 

Adoption Strategies

1. Create a plan to ensure the proper support is in place to implement the change.
2. Help participants understand why the change is needed and how it will affect people.
3. Incorporate communications planning
4. Address user needs and Coach and influence reluctant adopters

Workforce Development Plans

1. Comprehensive plan designed specifically for your workforce
2. Collection of learning objectives as well as custom learning plans
3. Learning objectives and timelines
4. PDF deliverable when complete

* Additional cost for this service



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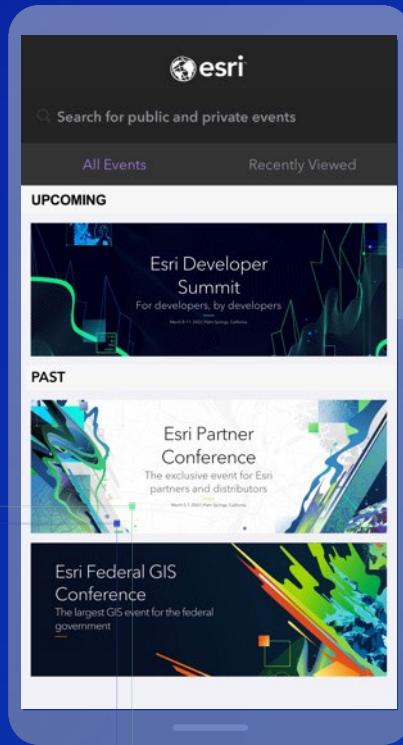
Esri Senior Training Consultant

Charlotte Regional Office

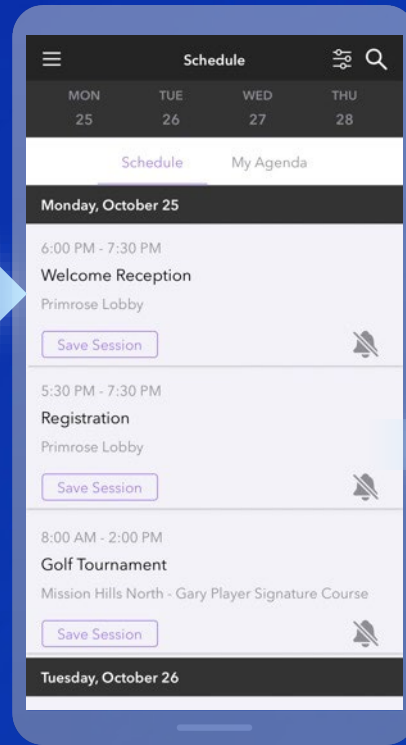
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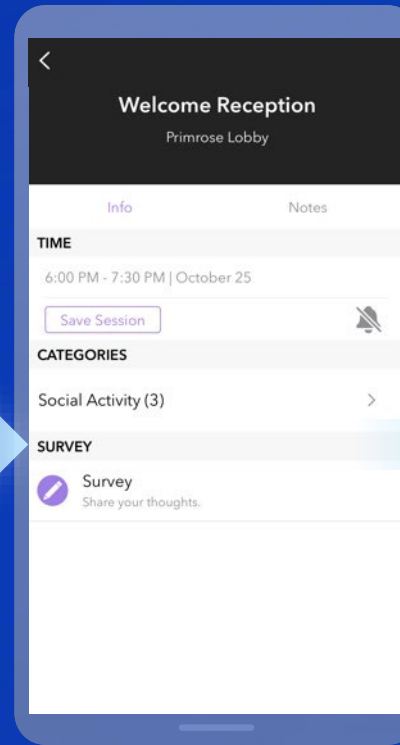
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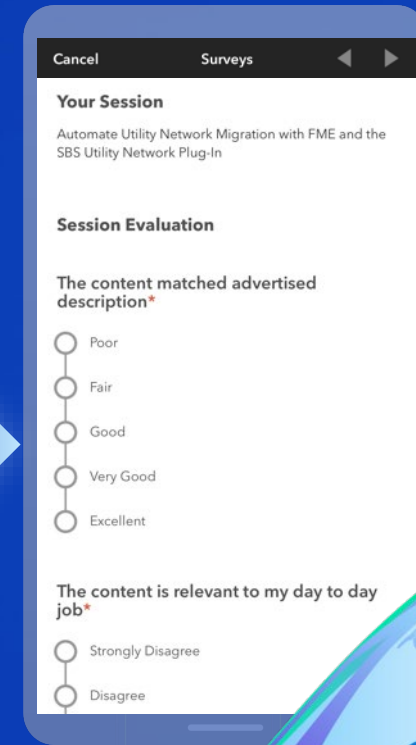
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