How to do a software rollout without the Lunch and Learn
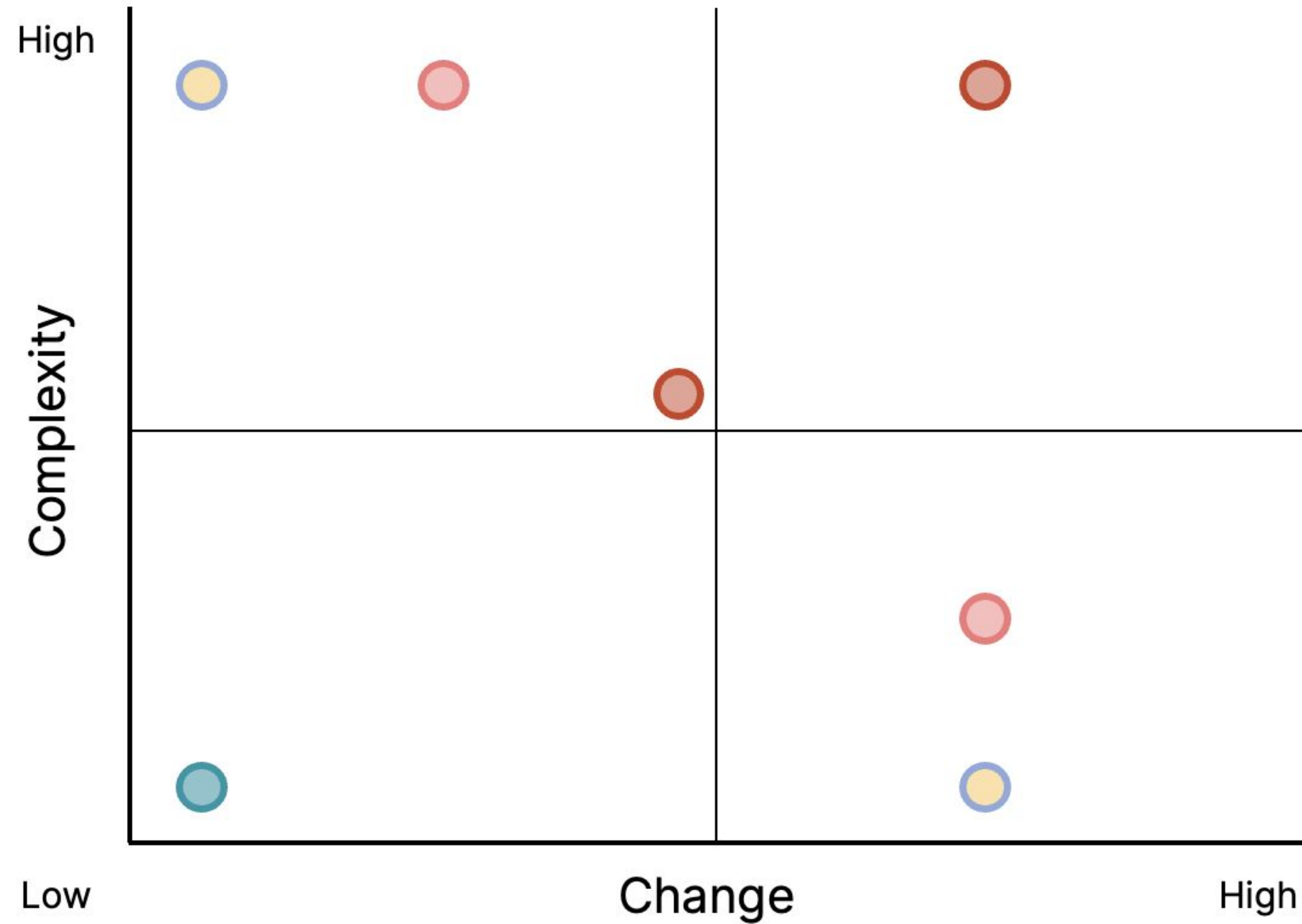
Greg DeVore

ScreenSteps

What's wrong with a Lunch and Learn?

- People can't make time to attend AND focus

- Nobody remembers what they ~~learn~~ are told in Lunch and Learns

- Lunch and Learns for software rollouts are often overwhelming

- The information delivered in a Lunch and Learn if often outdated before breakfast the next day

Why Lunch and Learns don't work

The Find & Follow Way

1. Self-paced foundational courses organized into a Learning Path
2. Digital guides for actionable knowledge
3. Lunch & Learn practice activities

Benefits

1. Fits into their work schedule
2. Doesn't require memorization
3. 24/7 access to resources
4. Employees are prepared to adapt to change
5. Fewer post-training support requests
6. Training is available for the person who joins the company 2 weeks later

Example:
Law Firm Rolling Out Hona

Creating a Foundational Mini-Course

1. What is it?
2. Why are we using it?
3. Who will use it?
4. When will they use it?
5. What will they do with it?
6. What are the main parts?

Actionable articles (without the Foundational content)

1. How do I install the browser extension?
2. How do I send messages to a client right away?
3. How do I do send a form to a client?
4. How do I send a request for a review?
5. How do I send a message to multiple clients at once?
6. How do I explain to a client how to set up the app?
7. How can I resend a notification?

Example Courses

Foundational Mini-Course - Hona

Additional Mini-courses

| How does Hona interact with Filevine? | The Browser Extension | The Client Portal | The Projects Dashboard |

Training Process

Send users a Learning Path in ScreenSteps

Send them a list of activities to perform

Set a time to Practice and Answer Questions

Add new articles when new questions come up

Questions