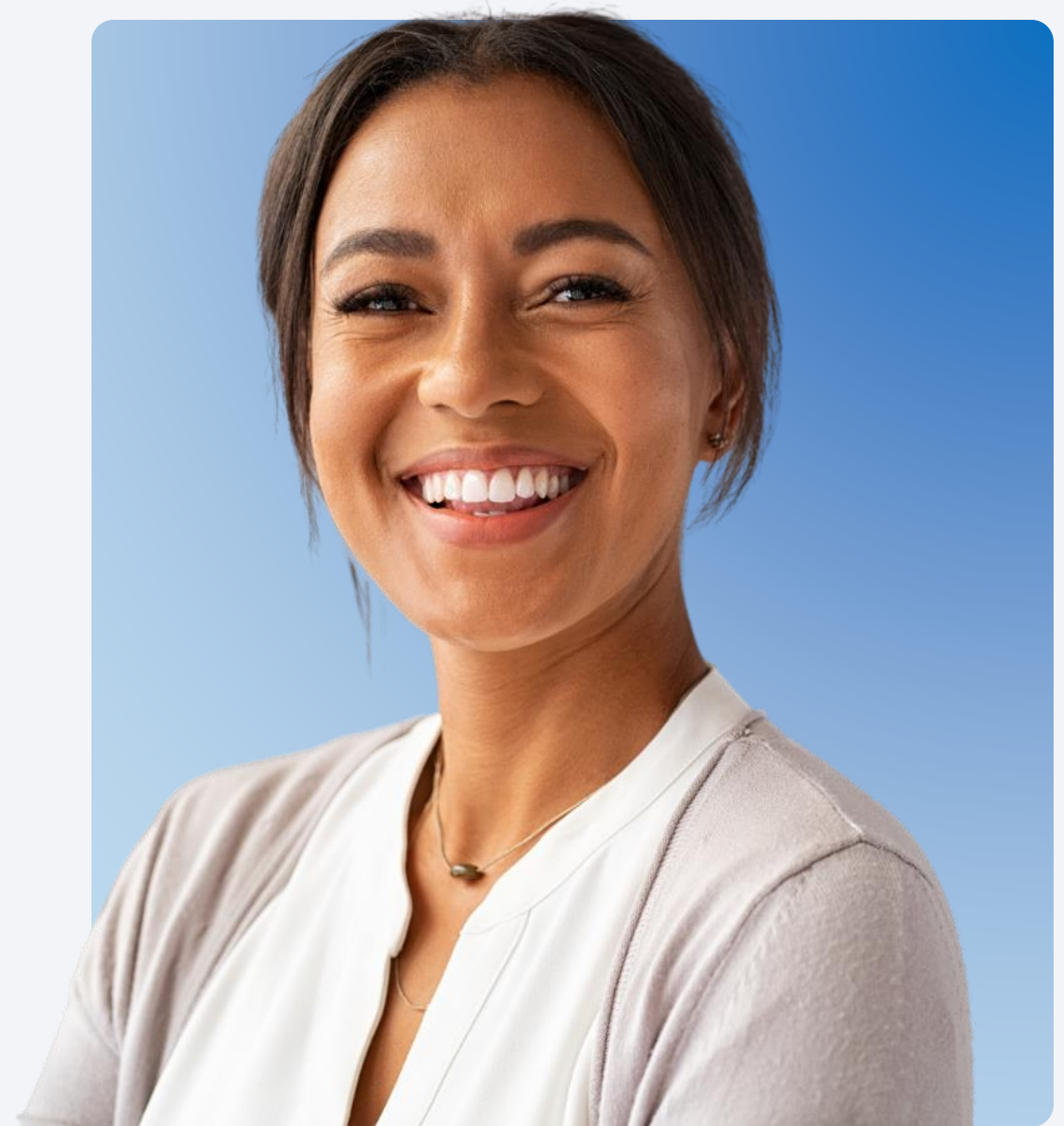


AVIONTÉ
CONNECT

Change Management

Best Practices for Technology Adoption

OPERATIONAL EFFICIENCY



FRONT OFFICE

BACK OFFICE

MOBILE

AI & AUTOMATION

VMS

INTEGRATIONS

ANALYTICS

Introductions

Welcome to **CONNECT!** Thank you for joining our session.



Parker Saunders

VP OF CUSTOMER SUCCESS

SUCCESS



Tim Ubinger

VP OF IMPLEMENTATION
WORKN

IMPLEMENTATION

About This Session

Strategies for leading organizational change and practical tips for successful implementation

- 1 Introductions

- 2 Client Profile Comparison

- 3 First steps to Drive Adoption

- 4 Sustaining Change

- 5 30/60/90 Day Action Plan

- 6 Q&A



Why are we here?

We're here to help you answer and expand on the question: "What are you doing to ensure your organization is maximizing usage of the technology you're investing in?"

BY THE END OF THE SESSION



You will understand some of the effective strategies our clients have used to influence effective adoption in their offices

Two Profiles of Change

Agency #1: Launches without a Plan



RECRUITER CONFUSION



VOLATILE OUTCOMES



HIGH SUPPORT VOLUME



CASE-BY-CASE RESOLUTION



LOW BUY IN, REVERT TO "OLD WAYS"



Agency #2: Starts with a Strategy



VISIBLE BENEFITS



CONSISTENT OUTCOMES



REDUCED SUPPORT NEEDS



CONTINUAL GROWTH



EXCITEMENT FOR FUTURE



First Steps to Drive Adoption

Empowering Your Teams

Operations

Guide the journey

Decision Makers

Set the standards



Marketing

Communicate benefits

Trainers

Share knowledge

Recruiters

Drive the change,
encouraging peers

Phased Adoption

Digital transformation is a journey, not a destination



Start Small

Begin with a few clients or focus on one branch



Create Incentives

Encourage your team to adopt a new way of working



Communicate the Why

People are more likely to take on a change if they understand the reasons

Communicate the Reasons

People accept and embrace change more easily when they understand why they should



What is being done?

Be clear on the problems being addressed and the goals of the change



How will that work?

Share the functional part of the plan, showing how the change supports goals



Why are we doing it?

Help people adopt the change by sharing reasons that resonate with them



Anticipate and Overcome Objections

- List potential objections at each level and provide a plan to address them effectively
- Address concerns, clarify misconceptions and provide supporting evidence
- Consider what has been effective at driving adoption in the past within your organization

Potential Objections

Fears

- X** "Technology will replace me!"

- X** "This new stuff is too much work!"

- X** "I've been successful without it, why change now?"

- X** "It will depersonalize the recruitment process."

- X** "It's just another tool that management wants us to use."

Gains

- ✓** It opens up more impactful work

- ✓** Adopting a better process pays off in the future

- ✓** Enhance proven methods with data, speed and smarter workflows

- ✓** Automate the busywork, focus on more personal relationships

- ✓** Smarter systems, smoother days, stronger outcomes

Earning Staff Buy-In

Clear Vision and Goals

How will the world look different after success?

How will you get there?



C-LEVEL EXECUTIVES

Increase efficiency & improved decision-making



LEADERSHIP

Streamline process & data-driven decision-making



SALES

Improve customer engagement and increase revenue



RECRUITERS

Enhance candidate experience with streamlined work



OPERATIONS

Optimize workflows and resource allocation



Are Recruiters Clear on How to Use Avionté?



Training content

Create modules or materials that cover all new workflows and “what’s in it for me”

Training schedule

When and how often training sessions will occur for each office.



Assessment

Incorporate evaluations to measure the effectiveness of the training



Document **New** **Workflows** for Recruiters

Clear processes help reduce confusion and drive efficiency, leading to improved productivity

Workflows establish consistent standards and procedures

Established workflows help new employees can quickly get up to speed more quickly

Workflows can help ensure compliance and accuracy



Communications Calendar

Share the rollout strategy and timeline

Ensure each level understands when to expect communications and their role in supporting them

Include communication plans for candidates and clients (if applicable) and solicit support from team members

Sustaining the Change

Who has Ownership of Your Success?

Accountability is a key element of any winning strategy

Recruiters and other end users are responsible for using the tools, but they aren't accountable for overall success



Branch Managers should be held accountable for their recruiters' usage

Who is accountable for the Branch Managers' success?



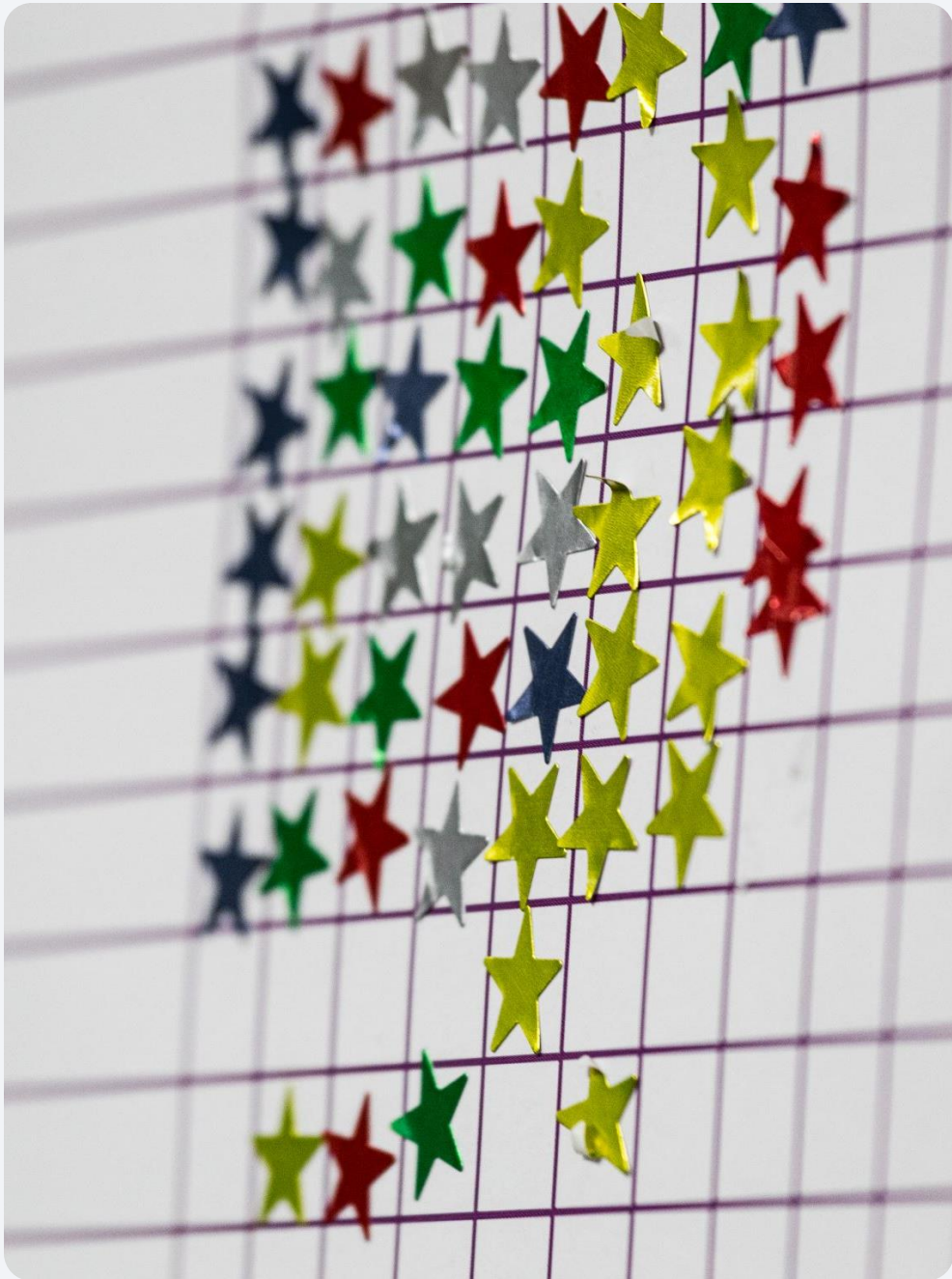
Measure Your Success and Establish Goals

Set target goals and determine Key Performance Indicators, but be prepared to adjust as the change progresses

- 1 For each focus area, calculate your desired outcome

- 2 Document your current status

- 3 Adjust your report filters to identify successes and opportunities in specific Branches or individual Recruiters



Track Your Progress Over Time

Progress Tracking

Utilize reporting to gauge the performance of various offices

Collaboration Hub

Establish a shared channel for office/ branch managers to:

- Centralize internal support
- Foster peer support and knowledge sharing



Receive and Respond to Feedback

Gather Feedback

Start collecting and encourage honesty, emphasizing that feedback is valuable for improvement

Develop an Action Plan

Work with internal teams to develop an action plan for addressing the identified areas of improvement

Implement Changes and Follow Up

Put the action plan into motion and monitor the progress of the changes, and then regularly follow up on the improvements to ensure they are effective



Successfully Gathering Feedback

Consider how you expect to capture and improve from feedback along your adoption journey

- 1 Create a shared forum amongst Key Project Stakeholders to discuss questions and bounce ideas of one another

- 2 Create a forum for Branch Managers and/or Recruiters to openly discuss their product questions and successes

- 3 Document common questions in an FAQ or training document that is accessible by recruiters and branches, and share success stories broadly with your organization



Drive Adoption with Gamification

Points and Levels

As learners accumulate points by completing tasks, they can unlock new rewards

Digital Badges

Provide learners with digital badges when they reach certain milestones

Leaderboards

Friendly competition can motivate, so showcase the progress and performance of learners

30/60/90 Day Plan

First 30 Days

Critical Elements for Success and Buy-In



Clear Vision

Leadership to align on vision for future and expected outcomes



Ownership

Identify and name owners accountable initiative success



Processes

Establish and document new workflows and internal support channels



Training

Coordinate training for end users

Days 30-60

Launch the Initiative with Early Adopters



Soft Launch
Host a kickoff
with teams to
share vision
and goals



Feedback
Actively monitor
support channels
and provide highly
visible responses



Adapt
Update/refine
internal training
resources, FAQs



Track
Measure early
progress against
goals. Celebrate
and share early
successes

Days 60-90

Execute on Expansion and Incorporate into SOP for all users



Launch

Kick things off for remaining end users and have early adopters share their experiences/learnings



Initiatives

Build excitement and adoption with a contest for end users



Celebrate

Maintain momentum by celebrating successes from results and contests



Continue

Repeat activities from Days 30-60 with updated resources and recommendations

Key Takeaways



Clear Goals and Ownership

Accountability and a means to measure is key



Use Feedback to Refine

Don't let resources and best practices get stale



Reward Success

Excitement leads to greater results and collaboration

Rate the session



Leave further feedback...

SEND

Cancel

Thank You

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2. Locate **Change Management: Best Practices for Technology Adoption**
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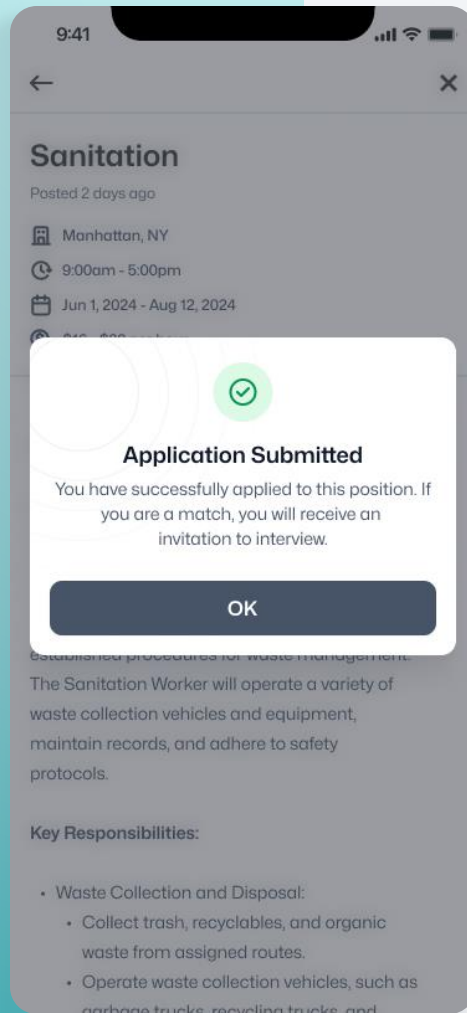
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Experience What's Possible

Visit the Experience Center – 2nd Floor

- Test real workflows that deliver results
- Get expert guidance for your specific goals
- Four focused areas aligned with your success
- Leave with strategies you can implement now

DesignLab

Step into the future of staffing technology. Preview upcoming innovations, share your feedback, and help shape what comes next.

The screenshot displays the AVIONTE Back Office interface. The top navigation bar includes the AVIONTE logo, a search bar, and various menu items: myDashboard, Jobs, Talent, Timesheet, Companies, Documents, Back Office (highlighted), Analyze, Sub Vendors, QuickPlace, and Automation. On the right side of the navigation bar are icons for search, notifications, chat, settings, and a user profile.

The main content area is titled "Payment Batch ID: 10513". Below the title are several action buttons: "Select Transactions", "Process", "Print Checks", "Post", "Discard Batch", "View Paychecks", and "Email Paychecks".

The "Payment Batch Summary" section provides the following details:

Check Count	0	Transaction Count	5
Batch ID	10513	Description	
Status	Processed	Check Date	08/08/25
Batch Type	Check Run	Created By	avi.next1
Accounting Period Date	08/03/25	Bank ID	1
Bank Name	Bank of Avionte	Bank Description	Bank of Avionte
ACH Generated Date		Generate Original Pay Units	No

The "Transactions" section contains a table with the following data:

Talent Name	SSN	Company Name ↓	Department Name	Total Pay	Total Bill
Ethan Campbell	XXX-XX-XXXX	Williamson & Harris Co.	Corporate	\$1000.00	\$1250.00
Orlando Diggs	XXX-XX-XXXX	Pinnacle Solutions	Accounting	\$600.00	\$750.00
Demi Wilkinson	XXX-XX-XXXX	FedExpress	Corporate	\$640.00	\$800.00
Kate Morrison	XXX-XX-XXXX	Coca Cola	Corporate	\$800.00	\$1000.00

The left sidebar contains a search bar and a list of menu items: Time Entry, Payroll, Search (highlighted), Transactions, Checks, Billing, Invoice, Paycheck, Accounts Receivable, Weekly Process, Import / Export, Unemployment Claims, and WC Claims.