

How to Introduce Employees to New Tech

New technology can do more harm than good if you don't introduce it the right way.



By Jesse Wood

New technology can have a positive impact on your office culture. It can bring great new efficiencies. But new platforms can intimidate and alienate workers who are used to working in traditional systems.

It's normal for workers to be apprehensive about change. That's why you need to see things from their point of view and understand that change is tough.

Help Them See the Value

It's important to help people understand why you're implementing the new technology and what it will do for the organization. Explain how it will benefit their specific roles and what the impact will be.

If it's a tool that's meant to streamline a certain process, impress on them the time they'll save. If it's a solution that will free up more resources, discuss how they can use that saved budget and labor in productive ways.

Let people know that the skills learned from training will reflect across their entire career and showcase their adaptability. If they can see the value the new tech will bring to them personally, they'll be excited to learn more about it and look forward to its implementation.

Make a Plan & Keep Them in the Loop

Tech solutions require time for implementation and onboarding. A change to new technology rarely happens overnight, so having a roadmap for implementation is essential to make sure it all goes smoothly.

Stay transparent with your employees about this roadmap. Let them know what they can expect during the implementation period. Keep them up to date on a daily basis to ease their anxiety about the change.

Give Them Time

New technology always has a learning curve, and this is especially true for those who aren't used to working with it as part of their job. While some are quick learners and early adopters, an equal number struggle with new learning. They won't get it overnight, so it's important to be patient and encouraging.

If possible, have a transitional period where people are allowed to get their job done the old way while learning the new way. As long as they're willing to learn and aren't resistant, let them grow at their own pace. Provide plenty of support, training, and mentoring.

Incentivize

If some employees are resistant to adopting new platforms, it doesn't hurt to throw out some incentives to encourage them to embrace the change. Having perks such as free lunch with training will make those employees a little more enthusiastic.

Get creative with tying small rewards to the use of the new tech solution. Give bigger forms of recognition for demonstrating proficiency and enthusiasm for the new system.

Listen to Them

Get as much feedback as you can. Ask people to discuss their experiences with the current processes and their feelings about how the new system will work. Be open to their ideas of how to transition. Address their concerns.

Their responses will help you plan the best training for them. Also, knowing that you hear them will make them feel part of the process. They'll be more likely to accept the change if they don't feel it's being forced upon them. **S**

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Making Good Change

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Manage for Today, Mentor for Tomorrow (Vol. 23, No. 5)

How to Create a Motivating Environment (Vol. 28, No. 5)

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