

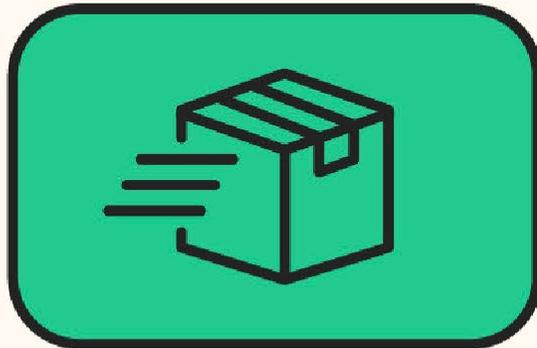
# 371

**The average  
number of apps  
organizations  
license**

Source: Productiv

**As IT teams, we weren't  
trained in adoption and  
change management and  
yet it often falls to us**

# The two times most employees remember interacting with IT are:



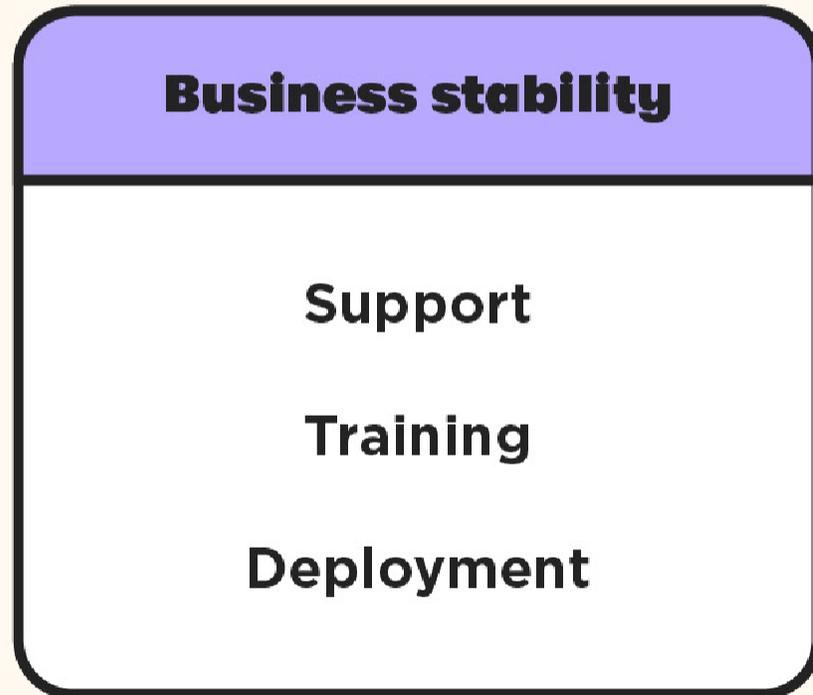
**Getting their equipment**  
*(deliver it)*



**Submitting support tickets**  
*(fix it)*

## Legacy role of IT

(cost center)

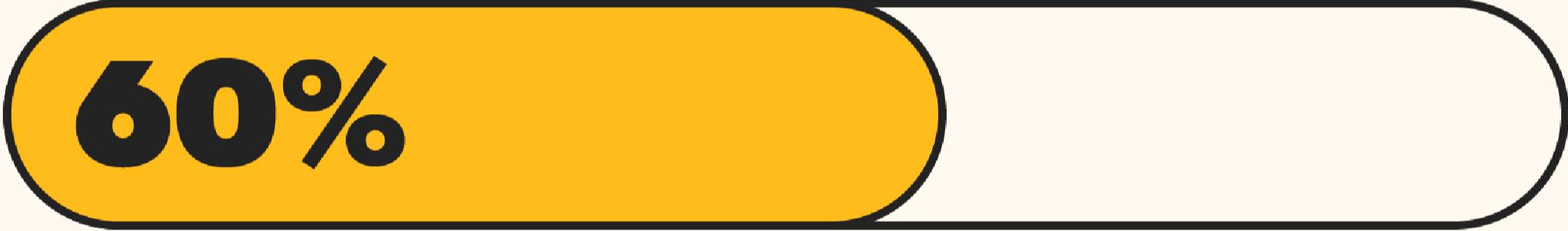


## New charge of IT

(growth lever)



# Low end-user adoption jeopardizes business value



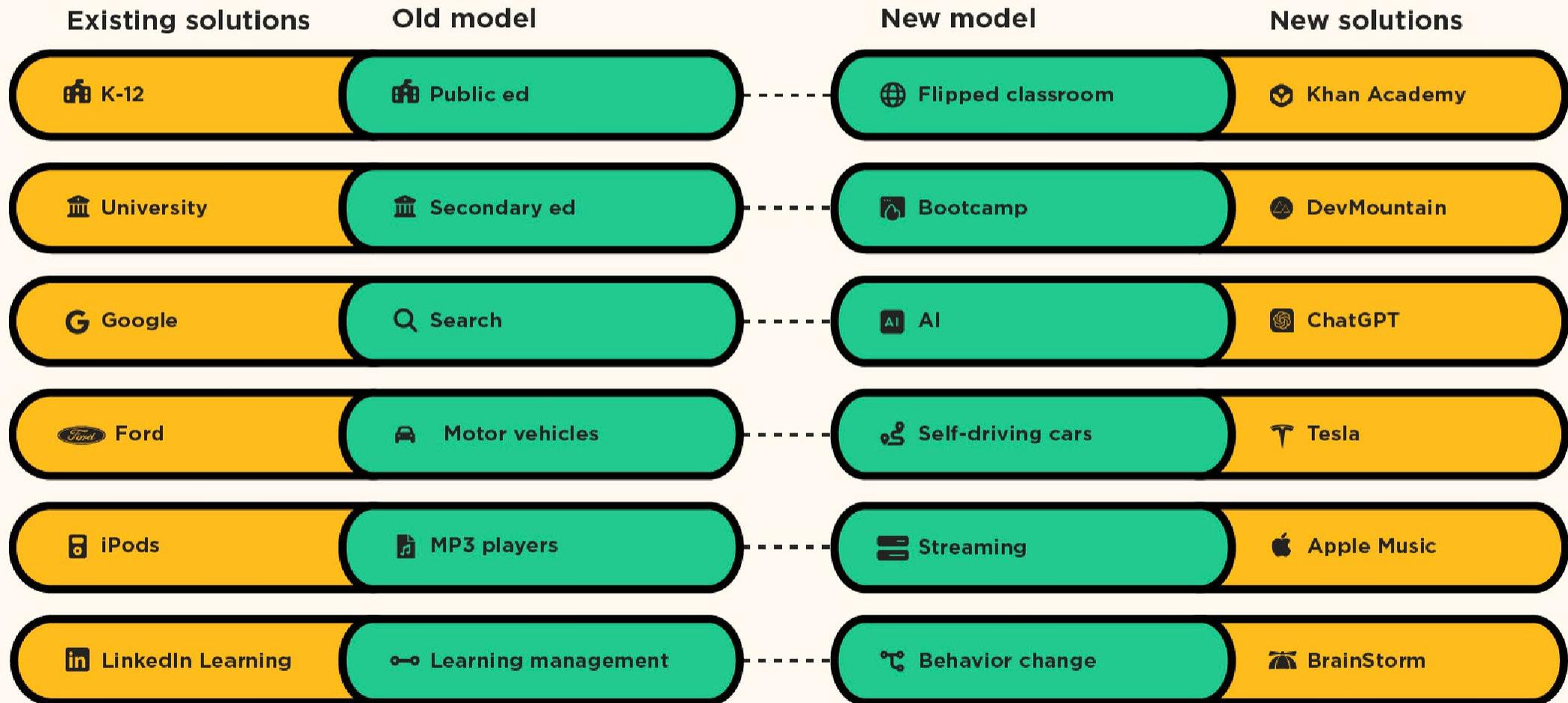
**60%**

of decision makers are concerned about whether digital projects will provide the expected ROI because end users aren't adopting the technology quickly enough\*

\*according to a recent OKTA study



# Old model vs. new model



# Today's solutions aren't working

LMS, Intranet, ILT, Vendor resources

Static

Content-centric

Completion-focused

Passive

One-size-fits-all

Human-led

# Defining the new model

Modern users require modern solutions

## Hyper-relevant

### PERSONALIZED

Unique experiences created for each user

### CURATED

Only delivers what the individual user actually needs to learn

### ALIGNED

Solution providers, customers, and users brought together in a single space

## Dynamic

### INTELLIGENT

Responds to observed user behaviors

### AUTONOMOUS

Delivers the right message, at the right time, to the right people without continual human intervention

### SCALABLE

Simultaneously delivers unique user experiences across the entire organization

## Data-driven

### INSIGHTS

Discovers and communicates what is actually happening with adoption in the organization

### EXPERT

Applies adult learning theory, neuroscience, and large learner datasets to optimize learning and learning outcomes

# The core motions of the digital employee experience



Onboard



Remediate

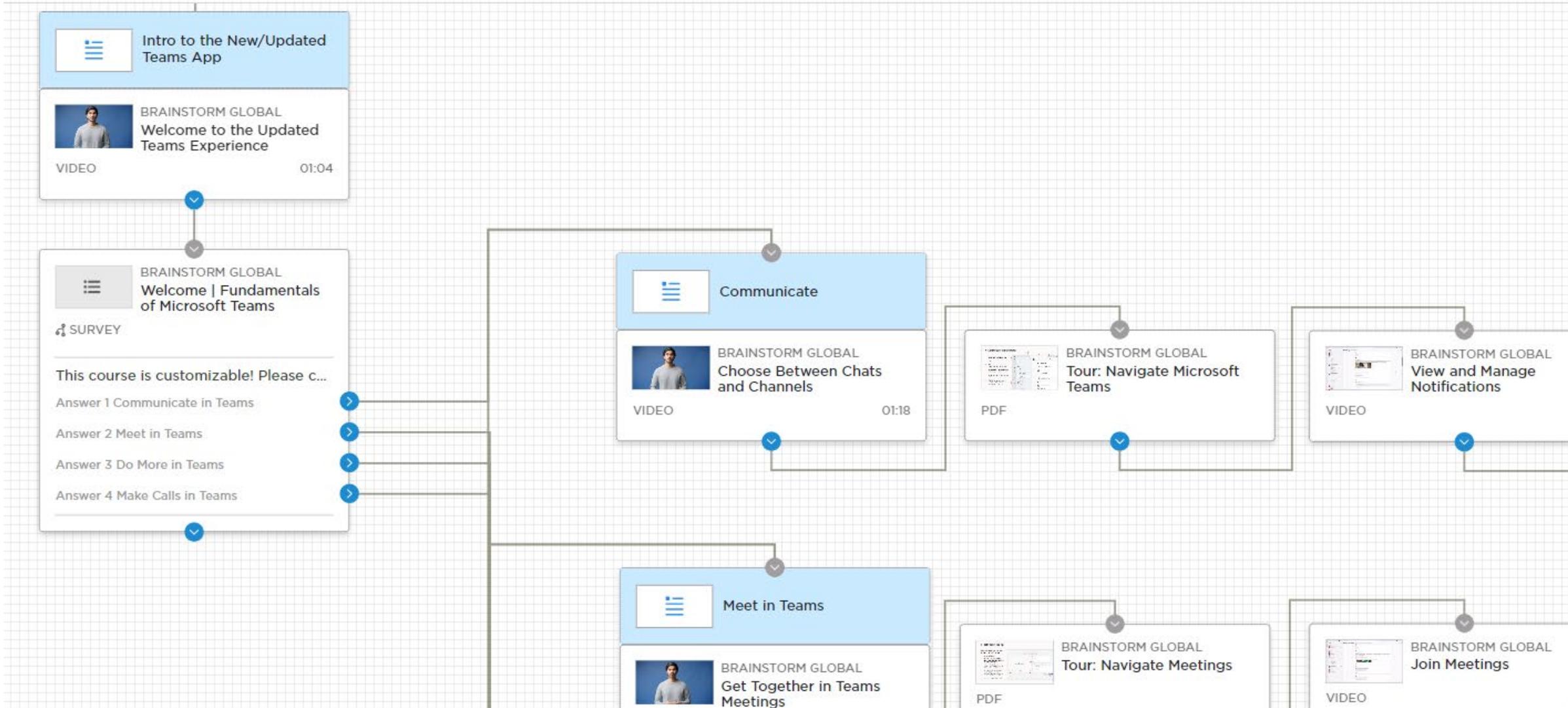


Transition



Optimize

Total Items: 32 | Jump To ▾



- ☰ Use Teams Meetings ^
- ☑ Try Using Teams Meetings  
BRAINSTORM GLOBAL 01:05
- ☑ ☰ Welcome | Use Teams Meetings  
BRAINSTORM GLOBAL 2 Questions
- ☑ 📄 Tour: Navigate Meetings  
BRAINSTORM GLOBAL
- ☑ ☰ Choose Your Adventure | Teams... !  
BRAINSTORM GLOBAL 1 Question

1. Which of the following would most likely help you use Teams meetings more?

- Learning how to join and actively participate in meetings.
- Learning how I can meet in Teams outside of formal meetings.
- Learning how to prep for and set up an effective Teams meeting.
- Learning ways to make the Teams meetings I set up more engaging.

Finish

# < 12 Excel Tips and Tricks (1-Week Delays)

● PUBLISHED

Performance

Configuration

Settings

Content

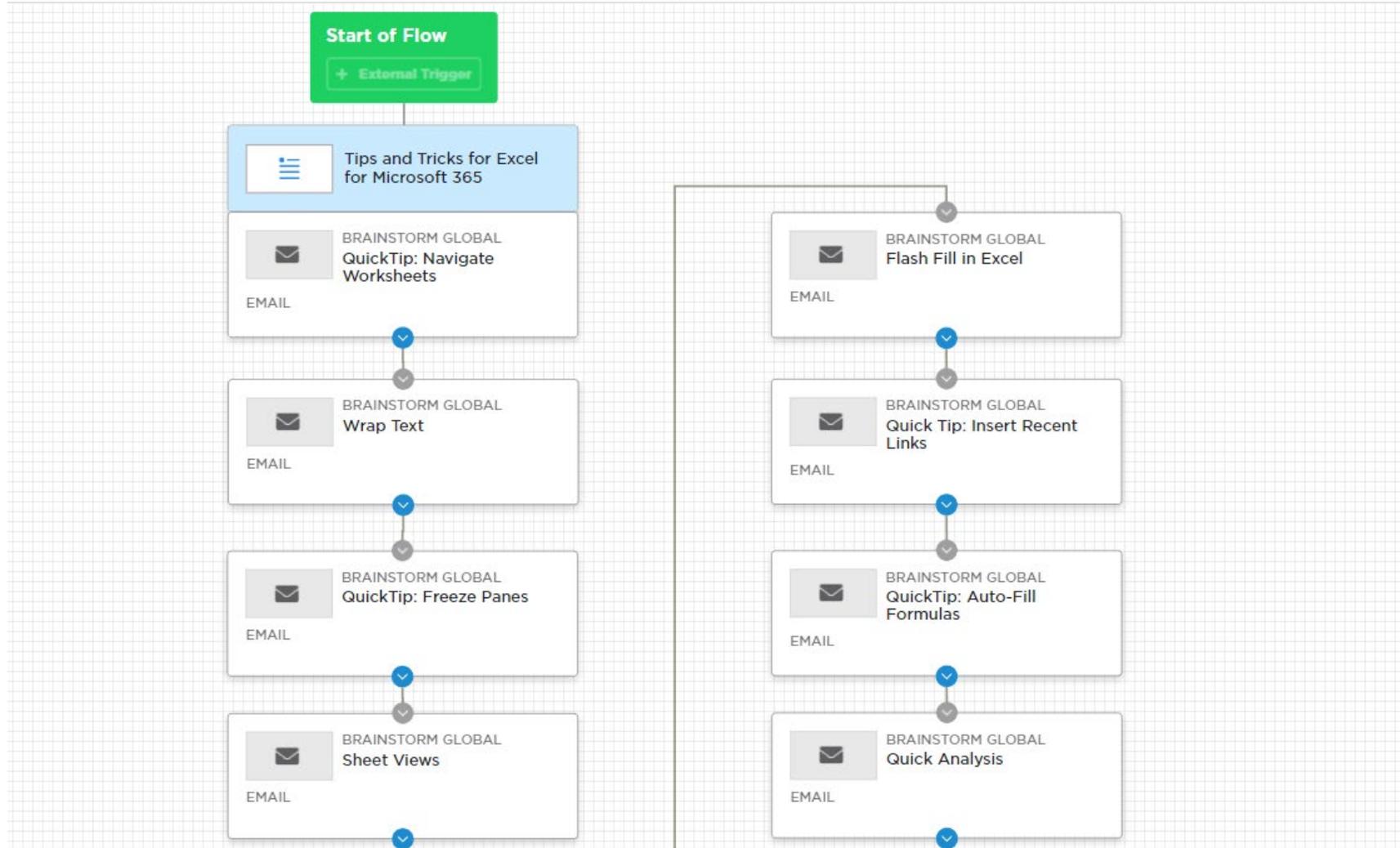
People

Goal

Associated Packs

Total Items: 12

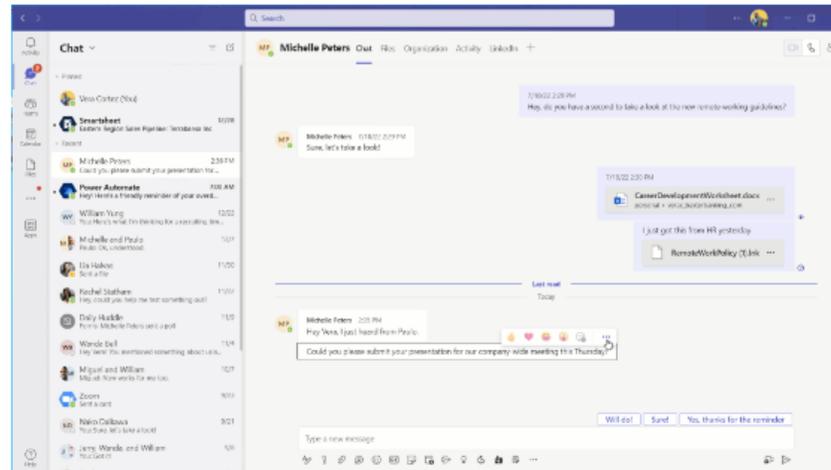
Jump To ▾



**Imagine a colleague sends you this:**

"Can you review the Q1 report and send your feedback to Michelle? I just uploaded it to the sales team shared folder. She needs to submit the final draft before Friday."

Taking the time to type out a task from this message can feel time-consuming, but with the automated task feature in Teams, you can add a task to your to-do list in just a couple of clicks.



[See it in action](#)



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