Quantum Workplace

EMPLOYEE SUCCESS TOOLKIT

HOW TO DRIVE ADOPTION AND NAVIGATE CHANGE

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Congratulations on adding another tool to your employee success toolkit! Change can be exciting, but it is also one of the hardest things to navigate as a leader. We've put together a few tips and resources to help you drive adoption and navigate the change associated with implementing a new Quantum Workplace tool.

Before You Get Started

- Talk with your Customer Success Manager to make sure you're leveraging the integrations we have available with applications your employees already use, such as Outlook and Slack. These integrations meet your employees where they already work and will help make the adoption of a new tool even easier.

- Make it a priority to get buy-in from executives and senior leaders. The more support you have from leadership, the more they can help drive adoption of the new tool. This will make it more likely for managers and employees to embrace the change.

GOALS

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Empathize With Your Employees

As you launch Goals, it's important to put yourself in your employees' shoes by considering the emotions, obstacles, and questions they may have. Stay focused on reducing the anxiety associated with the change, and help them see the benefits of the new way of setting, tracking, and sharing goals. You believe in it. Now it's time to get your employees on board by exercising empathy and effectively communicating your vision.

Highlight the Benefits

Help employees understand the positive impact that implementing Quantum Workplace's Goals will have on their success, as well as the success of their team and the overall organization. Below are some benefits you can share with your employees.

Quantum Workplace's Goals tool:

- Helps you set, track, and achieve professional and personal goals in ways that are important to you and the organization

- Increases alignment between your individual contribution, the team's work, and the organization's larger objectives

- Gives you real-time visibility into progress of goals at all levels of the organization

- Tracks all goals in one place so there aren't multiple spreadsheets and documents to reference

- Allows managers to get a quick, at-a-glance view of their direct reports' goal progress

- Provides transparency to ensure accountability for everyone

- Promotes recognition of goal achievement

- Helps drive more meaningful conversations between managers and employees

Address Employee Anxieties

Below are suggested responses to some of the concerns your employees might bring up during implementation.

"I'm worried this is going to be time-consuming."

- Goals is designed with the employee's workflow in mind. Easy navigation helps you quickly find the data you need, and nudges help remind you to update progress. Goal updates take only a couple of minutes.

"Sharing my goals in such a public way is intimidating."

- Goals is a flexible tool. You can decide whether goals are private or public. And goal owners can add contributors and observers to grant visibility into shared goals.

"I don't have time to learn this system."

- We're in this together. However you like to learn, you'll be supported. Visuals, help articles, and best-practice resources from Quantum Workplace are all available.

  Be sure to also let your employees know who your organization's internal point of contact is for support.

"What's the expectation?"

- *This is where HR leaders need to clearly define what success looks like for the adoption of Goals. Providing clear adoption and achievement milestones is a great way to set expectations.*

Ignite the Change

We suggest starting with a pilot group to help make the transition to using Goals a smooth one. You should identify internal champions outside of your executive team to help lead your effort. Try leveraging a pilot to get things going:

- A few weeks prior to launch, select a small team of individual contributors and managers to test Goals by creating simple goals and completing specified tasks. They will become your internal experts.

- After the trial is complete, collect thoughts and feedback to determine key points of communication and necessary questions to address upfront.

- Ask if the pilot participants are willing to be positioned as internal resources for training.

Market the Change

Putting on your marketing hat is essential in navigating a successful tool rollout. Just like any seasoned marketer, you'll want to consider the message and mediums you use to drive adoption and conversation. Here are a few resources to help you start that process:

- Goals Success Site

  Consider sharing this site with your employees before or during launch. It covers key components that can support change:

  » Testimonials to help employees understand the benefits of the new system

  » Content to address anxieties they may have around the change

  » Technical resources to teach them tool basics

- Marketing Collateral Templates

  Our goal is to set you up for success for a seamless implementation. We've created editable, ready-to-use templates so you don't have to start from scratch. Here are a few design templates you can leverage to create excitement, provide clarity, and drive adoption:

  » Poster Template
  » Table Tent Template
  » Web Banner Templates
  » Email Signature Graphic

Provide Technical Know-How

Teaching your teams to use new technology takes effort. Let us do the heavy lifting by providing you with multiple resources you can use to educate your employees.

- Presentation Template: You know your organization best. So we've developed a customizable training presentation template you can edit to align with your preferred way of teaching.

- Quantum Workplace Help Library: Platform-wide training and educational resources are readily available to help you and your teams become experts at using our tools.

- Webinars: We offer regularly scheduled training sessions geared towards employees and managers on how to use our tools.

Reinforce the Change

Determine which milestones you want your teams to meet,
and celebrate achievements.

Recognition

» Consider leveraging the Recognition tool to celebrate milestones of
adoption. Incorporate badges related to goal setting and achievement
to reinforce desired behaviors.

Goals

» Ironically, using Goals to celebrate the achievements related to
launching Goals can be quite effective. Set goals in the system that
track progress on tool adoption. Goals like "X% of the departments
having goals in the system," or "X% of all goals being aligned with
the organizational goals," are great measurements of success and
drive momentum.

Pulse & Feedback

» Change is perpetual. Like most things, leveraging the employee voice
to understand their perspective throughout the process is important.
Here are a few feedback questions to help you measure employee
sentiment and reinforce training:

- I have a clear understanding of how Goals benefits me.
- I feel equipped to use Goals.
- I believe Goals will positively impact our organization.
- What are you most excited about in relation to Goals?
- Is there anything else you need in order to use Goals?

RECOGNITION

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Empathize With Your Employees

As you launch Recognition, it's important to put yourself in your employees' shoes by considering the emotions, obstacles, and questions they may have. Stay focused on reducing the anxiety associated with the change, and help them see the benefits of the new way of celebrating one another. You believe in it. Now it's time to get your employees on board by exercising empathy and effectively communicating your vision.

Highlight the Benefits

Help employees understand the positive impact that implementing Quantum Workplace's Recognition will have on their success, as well as the success of their team and the overall organization. Below are some benefits you can share with your employees.

Quantum Workplace's Recognition tool:

- Allows you to showcase your achievements to the entire organization when they would otherwise likely be acknowledged quietly

- Helps you publicly celebrate others' good work and accomplishments so contributions get noticed across the entire organization

- Connects employees by encouraging them to congratulate and motivate others' efforts— both large and small— with comments, likes, and GIFs

- Helps ensure that recognition happens as it's deserved so it's more meaningful and impactful

- Provides visibility into all the great things happening in the organization

Address Employee Anxieties

Below are suggested responses to some of the concerns your employees might bring up during implementation.

"I'm worried this is going to be time-consuming."

- It only takes a few clicks to recognize someone. Literally. You can even include a fun GIF or image in the post to add some personality.

"I don't have time to learn this system."

- We're in this together. However you like to learn, you'll be supported. Visuals, help articles, and best-practice resources from Quantum Workplace are all available.

   Be sure to also let your employees know who your organization's internal point of contact is for support.

"What's the expectation?"

- *This is where HR leaders need to clearly define what success looks like for the adoption of Recognition. Providing clear adoption and achievement milestones is a great way to set expectations.*

Ignite the Change

We suggest starting with a pilot group to help make the transition to using Recognition a smooth one. You should identify internal champions outside of your executive team to help lead your effort. Try leveraging a pilot to get things going:

- A few weeks prior to launch, select a small team of individual contributors and managers to test Recognition by creating posts and adding comments, likes, etc. These individuals will become your internal experts.

- After the trial is complete, collect thoughts and feedback to determine key points of communication and necessary questions to address upfront.

- Ask if the pilot participants are willing to be positioned as internal resources for training.

Market the Change

Putting on your marketing hat is essential in navigating a successful tool rollout. Just like any seasoned marketer, you'll want to consider the message and mediums you use to drive adoption and conversation. Here are a few resources to help you start that process:

- Recognition Success Site

  Consider sharing this site with your employees before or during launch. It covers key components that can support change:

  » Testimonials to help employees understand the benefits of the new system

  » Content to address anxieties they may have around the change

  » Technical resources to teach them tool basics

- Marketing Collateral Templates

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- Quantum Workplace Help Library: Platform-wide training and educational resources are readily available to help you and your teams become experts at using our tools.

- Webinars: We offer regularly scheduled training sessions geared towards employees and managers on how to use our tools.

Reinforce the Change

Determine which milestones you want your teams to meet, and celebrate achievements.

Recognition

» Incorporate badges related to goal setting and achievement to reinforce desired behaviors.

Goals

» Add goals into the system related to milestones during the adoption of the Recognition tool. Setting a goal like reaching a certain number of recognition posts per week, or by team, is a great way to track progress, measure success, and drive momentum.

Pulse & Feedback

» Change is perpetual. Like most things, leveraging the employee voice to understand their perspective throughout the process is important. Here are a few feedback questions to help you measure employee sentiment and reinforce training:

- I have a clear understanding of how Recognition benefits me.
- I feel equipped to use Recognition.
- I believe Recognition will positively impact our organization.
- What are you most excited about in relation to Recognition?
- Is there anything else you need in order to use Recognition?

1-ON-1S

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Empathize With Your Employees

As you launch 1-on-1s, it's important to put yourself in your employees' shoes by considering the emotions, obstacles, and questions they may have. Stay focused on reducing the anxiety associated with the change, and help them see the benefits of the new way of driving manager-employee conversations. You believe in it. Now it's time to get your employees on board by exercising empathy and effectively communicating your vision.

Highlight the Benefits

Help employees understand the positive impact that implementing Quantum Workplace's 1-on-1s will have on their success, as well as the success of their team and the overall organization. Below are some benefits you can share with your employees.

Quantum Workplace's 1-on-1s:

- Provides a tool for consistent, honest, and effective communication between employees and managers

- Ensures that conversations are two-way instead of single-sided

- Helps create alignment between employees and managers on goals and performance

- Helps managers and employees discuss organizational changes, decisions, and initiatives

- Makes it easy for managers and employees to talk about and prioritize plans for development and growth

- Fits effortlessly within your workflow with tool-prompted prep work, alerts, and messaging

Address Employee Anxieties

Below are suggested responses to some of the concerns your employees might bring up during implementation.

"I'm worried this is going to be time-consuming."

- 1-on-1s is designed for the employee AND manager. It allows you to quickly schedule 1-on-1s and record notes and action items from your conversations in one place.

"I don't have time to learn this system."

- We're in this together. However you like to learn, you'll be supported. Visuals, help articles, and best-practice resources from Quantum Workplace are all available.

  Be sure to also let your employees know who your organization's internal point of contact is for support.

"What's the expectation?"

- *This is where HR leaders need to clearly define what success looks like for the adoption of 1-on-1s. Providing clear adoption and achievement milestones is a great way to set expectations.*

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Ignite the Change

We suggest starting with a pilot group to help make the transition to using 1-on-1s a smooth one. You should identify internal champions outside of your executive team to help lead your effort. Try leveraging a pilot to get things going:

- A few weeks prior to launch, select a small team of individual contributors and managers to test a 1-on-1s cycle so they become internal experts.

- After the trial is complete, collect thoughts and feedback to determine key points of communication and necessary questions to address upfront.

- Ask if the pilot participants are willing to be positioned as internal resources for training.

Market the Change

Putting on your marketing hat is essential in navigating a successful tool rollout. Just like any seasoned marketer, you'll want to consider the message and mediums you use to drive adoption and conversation. Here are a few resources to help you start that process:

- 1-on-1s Success Site

  Consider sharing this site with your employees before or during launch. It covers key components that can support change:

  » Testimonials to help employees understand the benefits of the new system

  » Content to address anxieties they may have around the change

  » Technical resources to teach them tool basics

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- Webinars: We offer regularly scheduled training sessions geared towards employees and managers on how to use our tools.

Reinforce the Change

Determine which milestones you want your teams to meet, and celebrate achievements.

Recognition

» Consider leveraging the Recognition tool to celebrate milestones of adoption. Incorporate badges related to goal setting and achievement to reinforce desired behaviors.

Goals

» Add goals into the system related to milestones during the adoption of the 1-on-1s tool. Setting goals like reaching a certain number of conversations shared in the tool, or making sure all managers have at least one conversation through the tool, are great ways to track progress, measure success, and drive momentum.

Pulse & Feedback

» Change is perpetual. Like most things, leveraging the employee voice to understand their perspective throughout the process is important. Here are a few feedback questions to help you measure employee sentiment and reinforce training:

- I have a clear understanding of how 1-on-1s benefits me.
- I feel equipped to use 1-on-1s.
- I believe 1-on-1s will positively impact our organization.
- What are you most excited about in relation to 1-on-1s?
- Is there anything else you need in order to use 1-on-1s?

FEEDBACK

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Empathize With Your Employees

As you launch Feedback, it's important to put yourself in your employees' shoes by considering the emotions, obstacles, and questions they may have. Stay focused on reducing the anxiety associated with the change, and help them see the benefits of the new way of giving and receiving feedback. You believe in it. Now it's time to get your employees on board by exercising empathy and effectively communicating your vision.

Highlight the Benefits

Help employees understand the positive impact that implementing Quantum Workplace's Feedback will have on their success, as well as the success of their team and the overall organization. Below are some benefits you can share with your employees.

Quantum Workplace's Feedback:

- Provides the opportunity to build trust and strengthen authenticity among team members through open and honest feedback

- Empowers employees to gather feedback and uncover opportunities for growth

- Makes it easier to request feedback since it's not being done in person

- Allows employees to provide others with feedback so teams and organizations can become stronger together

- Provides employees with supporting information they can easily bring into 1-on-1s or goal discussions for more effective conversations

Address Employee Anxieties

Below are suggested responses to some of the concerns your employees might bring up during implementation.

"I'm worried this is going to be time-consuming."

- Feedback can be provided or requested with just a few clicks. It shouldn't take more time than an email or previously used feedback method. And all feedback is recorded in a central place that can easily be referenced.

"I don't have time to learn this system."

- We're in this together. However you like to learn, you'll be supported. Visuals, help articles, and best-practice resources from Quantum Workplace are all available.

  Be sure to also let your employees know who your organization's internal point of contact is for support.

"What's the expectation?"

- *This is where HR leaders need to clearly define what success looks like for the adoption of Feedback. Providing clear adoption and achievement milestones is a great way to set expectations.*

Ignite the Change

We suggest starting with a pilot group to help make the transition to using Feedback a smooth one. You should identify internal champions outside of your executive team to help lead your effort. Try leveraging a pilot to get things going:

- A few weeks prior to launch, select a small team of individual contributors and managers to pilot a Feedback cycle so they become internal experts.

- After the trial is complete, collect thoughts and feedback to determine key points of communication and necessary questions to address upfront.

- Ask if the pilot participants are willing to be positioned as internal resources for training.

Market the Change

Putting on your marketing hat is essential in navigating a successful
tool rollout. Just like any seasoned marketer, you'll want to consider
the message and mediums you use to drive adoption and conversation.
Here are a few resources to help you start that process:

- Feedback Success Site

  Consider sharing this site with your employees before or during launch.
  It covers key components that can support change:

  » Testimonials to help employees understand the benefits
    of the new system

  » Content to address anxieties they may have around the change

  » Technical resources to teach them tool basics

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- Webinars: We offer regularly scheduled training sessions geared towards employees and managers on how to use our tools.

Reinforce the Change

Determine which milestones you want your teams to meet, and celebrate achievements.

Recognition

» Consider leveraging the Recognition tool to celebrate milestones of adoption. Incorporate badges related to goal setting and achievement to reinforce desired behaviors.

Goals

» Add goals into the system related to milestones during the adoption of the Feedback tool. Setting goals like reaching a certain number of feedback given or received by employees, or having a certain percentage of departments using Feedback, are great ways to track progress, measure success, and drive momentum.

Pulse & Feedback

» Change is perpetual. Like most things, leveraging the employee voice to understand their perspective throughout the process is important. Here are a few feedback questions to help you measure employee sentiment and reinforce training:

- I have a clear understanding of how Feedback benefits me.
- I feel equipped to use Feedback.
- I believe Feedback will positively impact our organization.
- What are you most excited about in relation to Feedback?
- Is there anything else you need in order to use Feedback?

You've taken a huge step forward in helping your employees, teams, and business succeed by adding another tool to your employee success toolkit.

Utilize the resources and tips we've provided to help drive adoption and navigate potential challenges that can come with change.

Remember, setting clear expectations, celebrating met milestones, and collecting employee feedback before, during, and after change is critical to your success (and Employee Engagement).

Thankfully, we're here to help.

We want to help you make work better every day.

Don't hesitate to reach out to your Customer Success Manager, or any member of your Quantum Workplace team, for assistance.