CONNECT® 360

Empower your team, transform your business with learning and adoption services.

Maximise the value of your technology investments with Connect360 learning and adoption services. Carefully designed to enhance user capabilities in your business and drive superior customer experiences, we help you unlock the full potential of your technology investments.

Why learning and adoption services?

Implementing new technologies can transform your business processes and customer interactions. However, the true value enabled by these technologies is only realised when your teams can apply them effectively.
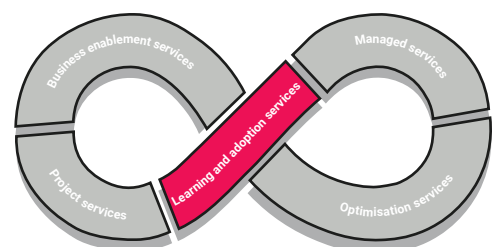
Connect360 learning and adoption services bridge the gap between new technology deployment and effective integration, ensuring your investments deliver their intended value. With our expertise in change management and learning, we're dedicated to guiding you through your integration and adoption journey, seizing every opportunity to ensure smooth transitions, boost user engagement, and optimise operational efficiency.

Our service offerings.

Customised training programmes for maximum impact.
We understand that a one-size-fits-all approach is not suitable when it comes to learning and user adoption. Connect develop and deliver tailored training and adoption programmes designed to meet the specific needs of your team and the nuances of your business.
From our foundational learning programme, empowering your users with the knowledge and confidence to adopt a new solution effectively in their environment to our advanced learning programmes as user proficiency grows and advanced features and functionality can be explored; we're here to support your journey.

High-level: Typical adoption programme.

Planning phase		Build phase		Execution phase		Wrap-up phase		Planning phase

- Identify key stakeholders
- Gap analysis: As-is and success state
- Define success criteria

- Sponsorship programme
- Build champions programme
- Build early adopter programme
- Develop training programme

- Execute champions programme
- Execute early adopter programme
- Execute training programme
- Boost user engagement and drive adoption

- E-measure outcomes
- Communicate successes

- Iterate

Foundational requirements

- Sponsorship: Executive and senior leadership.
- Stakeholders: Operational leadership, champions and early-adopters.
- Communication plan: Progress reports, success story communications, marketing.

Learning and adoption are catalysts for change by employing strategic development tactics.

Adoption strategy development.

Change is a challenge in any organisation. Crafting a comprehensive adoption strategy, we incorporate communication plans, motivational incentives, and support structures. These elements facilitate smooth transitions and encourage enthusiastic technology adoption among your team.

Ongoing support and mentoring.

Post-training support is crucial for enduring success. Our Connect360 learning and adoption services include ongoing support and mentoring to address subsequent questions and challenges that arise as your team integrates new technologies into their daily workflow.

Performance monitoring and feedback loops.

Supporting continual improvement and optimal usage of deployed technologies, we implement performance monitoring systems and feedback loops. This allows us to adjust training and support services to better meet your users' needs and enhance overall performance.

Discover the benefits of Connect360 learning and adoption services.

Increased efficiency and productivity.
Empower your teams with the expertise to effectively adopt new technologies into your business operations, enhancing productivity and operational efficiency.

Elevated user confidence and satisfaction.
Our comprehensive training and support instil confidence in your users, resulting in greater job satisfaction and enhanced customer service.

Optimised ROI.
By maximising technology utilisation, you can attain the highest return on your technology investment, driving enhanced performance across your business.

Foster a culture of learning and development.
Cultivate a workplace environment that prioritises ongoing learning and adaptation, crucial in today's rapidly evolving business landscape.

Our approach.

At Connect, we advocate a collaborative partnership. We collaborate closely with your stakeholders to grasp your unique business context and user profiles, allowing us to craft highly effective learning and adoption strategies that directly align with your business goals.

Revolutionise your team's technology utilisation and unlock the advantages of fully integrated experiences.

Connect with us.

Contact us today to empower your employees, enhance customer experiences, and drive measurable business success.

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