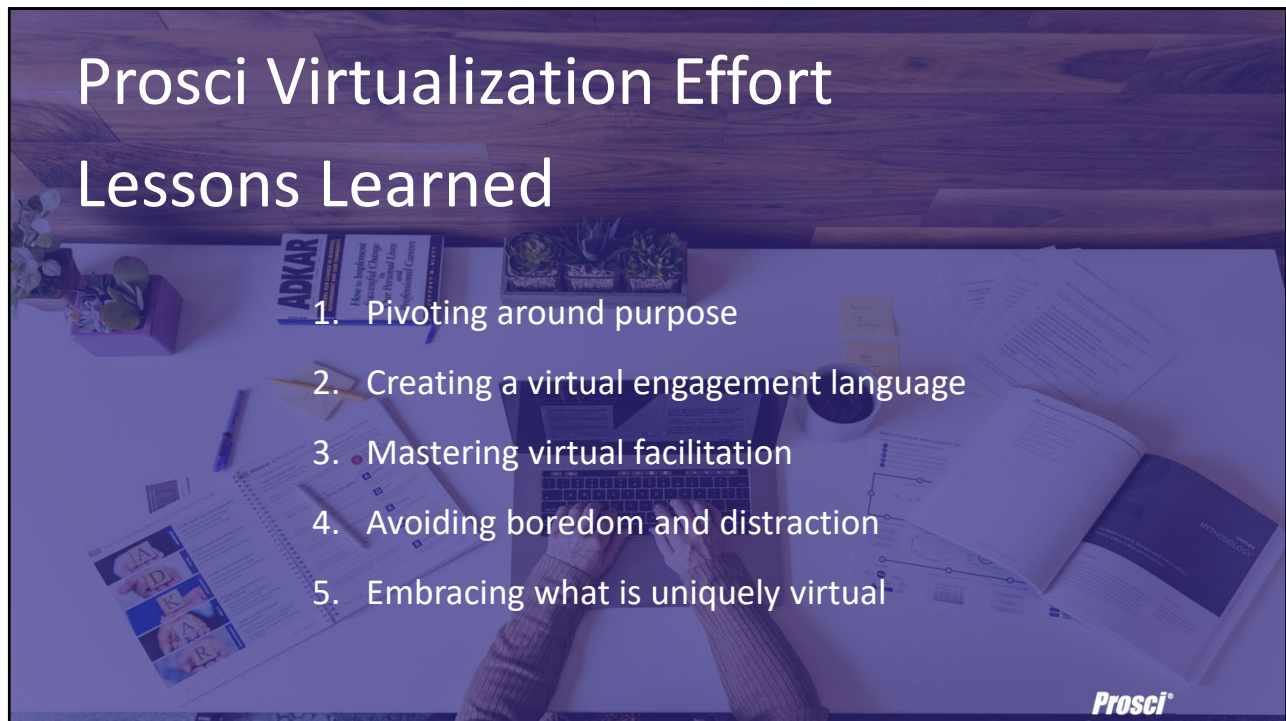


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Prosci Pivot

March 1, 2020: 0%
virtual training delivery

Significant use of
physical engagement
for experience



“Wonderful event! THE best virtual training experience I've had, if not one of the best trainings I have every attended.”

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Prosci Virtualization Effort Lessons Learned

1. Pivoting around purpose
2. Creating a virtual engagement language
3. Mastering virtual facilitation
4. Avoiding boredom and distraction
5. Embracing what is uniquely virtual

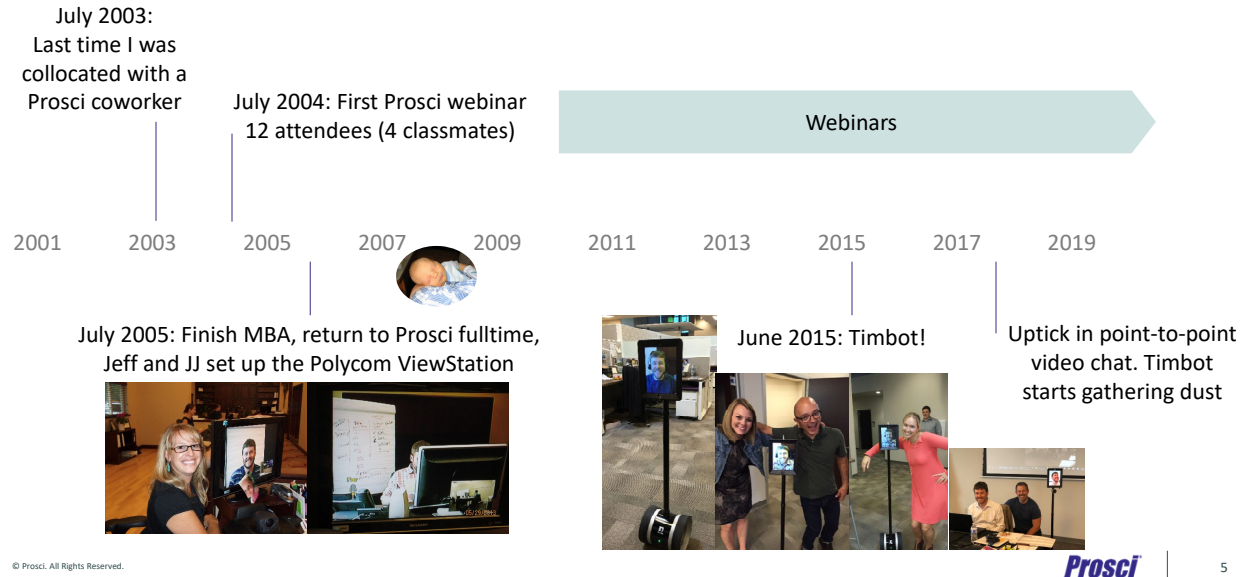
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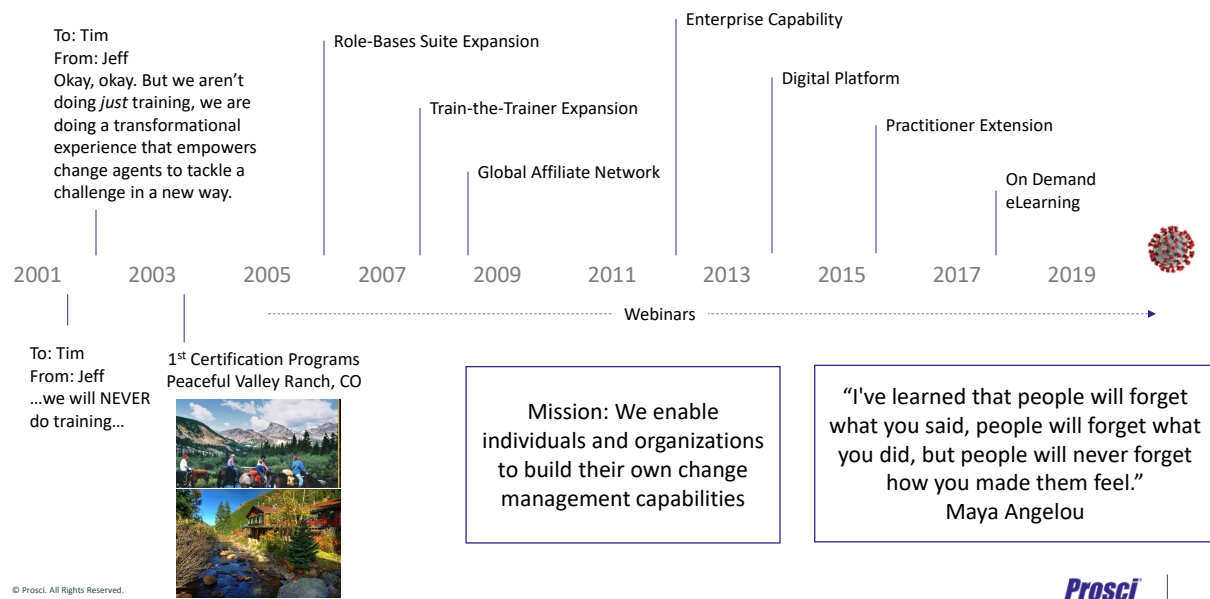
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A Bit of My Backstory, Only Because It Matters



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How We Got to Virtual Delivery



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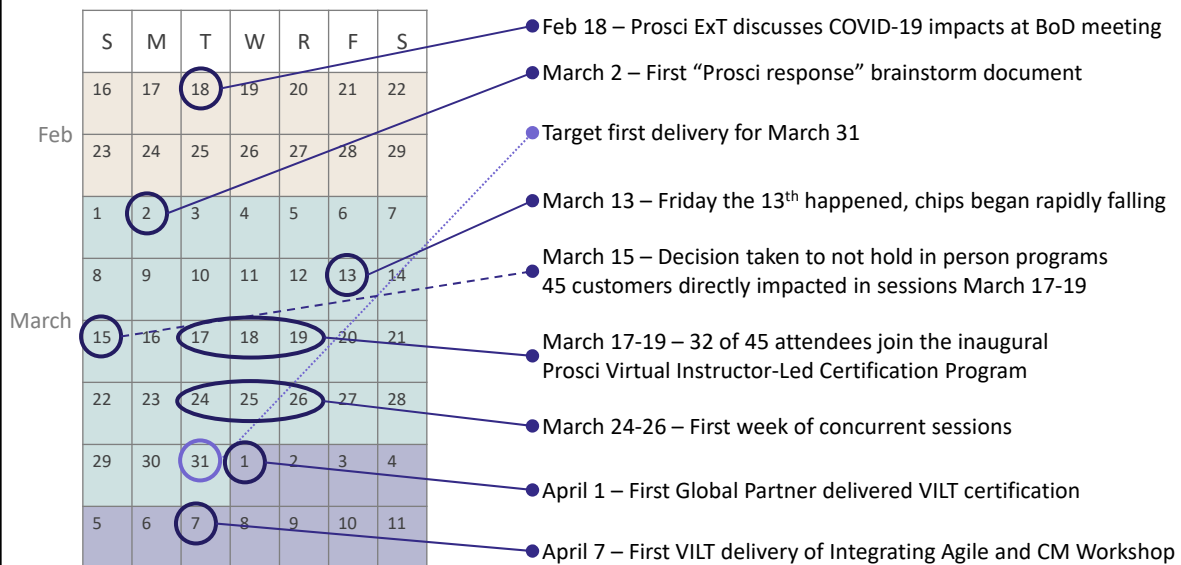
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Leading from the Front: Virtual Pivot


































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Leading from the Front: Portfolio Virtualization

	March	April	May
 3-Day Certification	  		
 Integrating Agile and CM		 	 
 Leading Your Team (Manager Program)		 	 
 Taking Charge of Change (Fundamentals Program)		  	
 Executive Briefing in Change Management			 
 Employee Program			 
 Delivery Project Results	2020 license holder update and TTT enablement in late April		
 Advanced Immersion			
 ECM Boot Camp			

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Leading From the Front: Virtual Engagement

	S	M	T	W	R	F	S	
March	22	23	24	25	26	27	28	Webinar: Aiming ADKAR at Today's Change Challenges
	29	30	31	1	2	3	4	ADKAR Hackathon: ACMP Denver Metro
	5	6	7	8	9	10	11	ACMP Webinar Panel: 3 things about 3 things
	12	13	14	15	16	17	18	Webinar: Actionable Insights from ADKAR Quick-Start Guides
April	19	20	21	22	23	24	25	ACMP Webinar Panel: Virtualizing change management
	26	27	28	29	30	1	2	Webinar: Crafting a Compelling Why Webinar
	3	4	5	6	7	8	9	ADKAR Hackathon: ACMP Utah and ACMP Texas
	10	11	12	13	14	15	16	Webinar: Activating Change Roles
May	17	18	19	20	21	22	23	Webinar: Creating Captivating Virtual Engagement
	24	25	26	27	28	29	30	Fast Track Your Change Success Week

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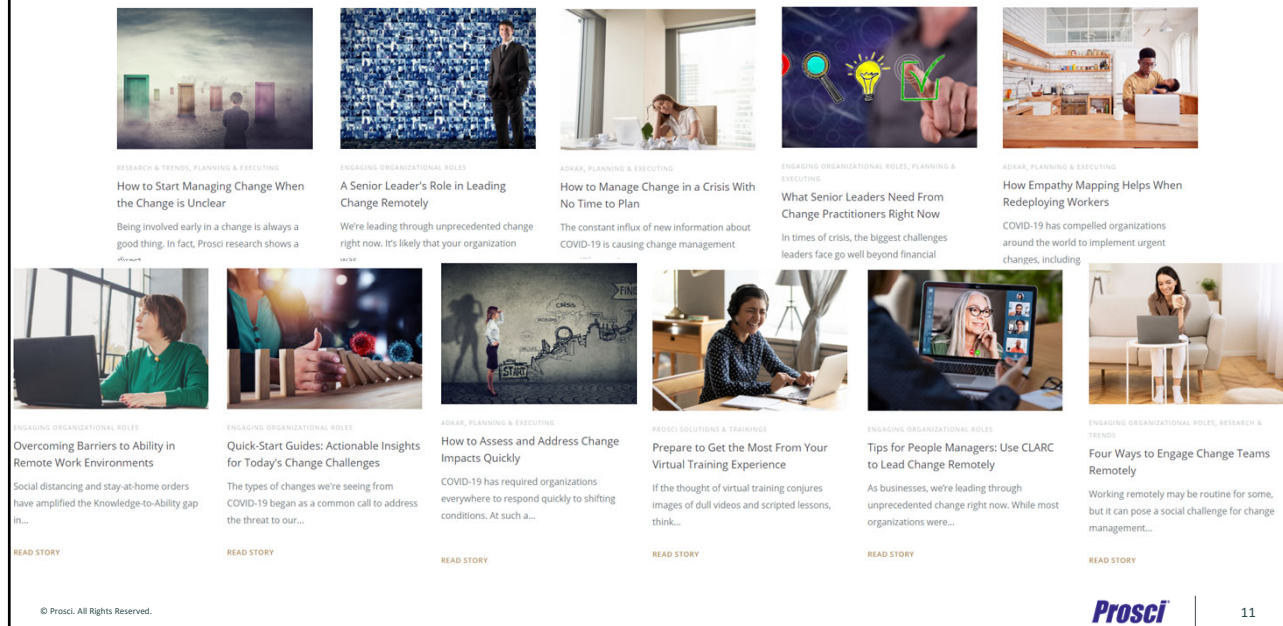
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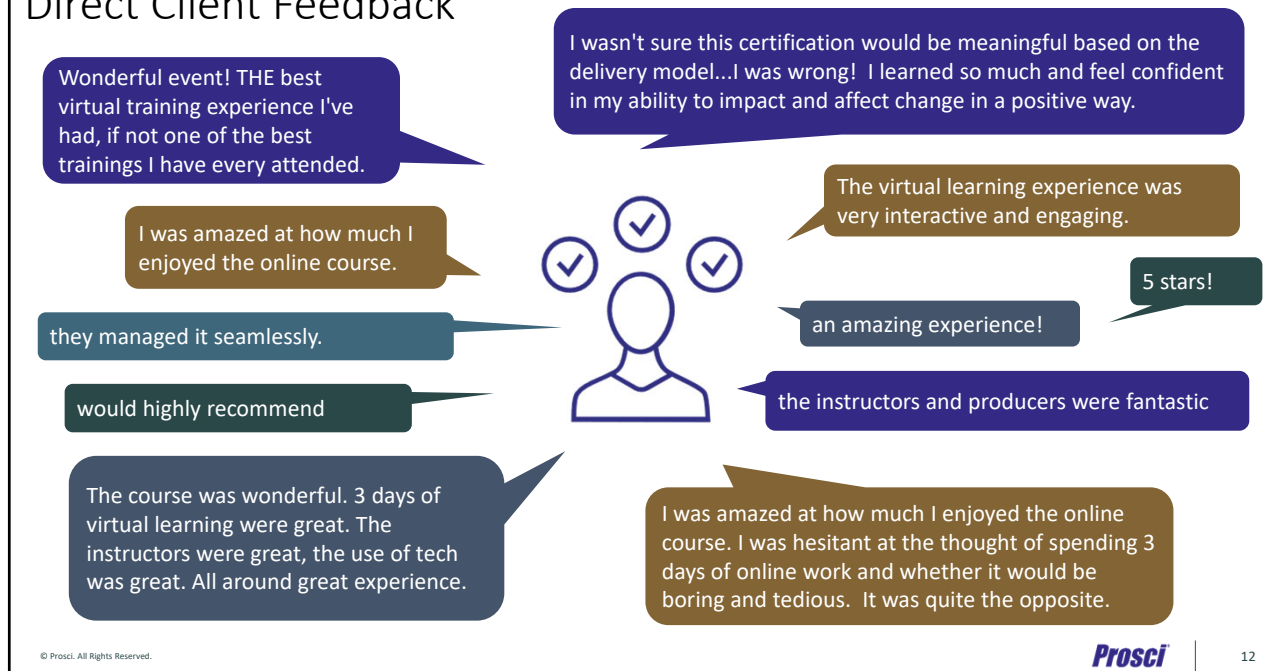
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Leading From the Front: Timely and Relevant Blog Releases



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Direct Client Feedback



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How did we do it?

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3. Mastering virtual facilitation
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5. Embracing what is uniquely virtual
- * Creating a shared physical experience

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1. Pivoting around purpose

“ In the face of a crisis or opportunity, the difference between just flailing around and truly pivoting is being grounded in who you are – as an individual, a team, a profession, or an organization. Anchoring to purpose is the key to successfully pivoting.”

Tim Creasey, Prosci
Chief Innovation Officer

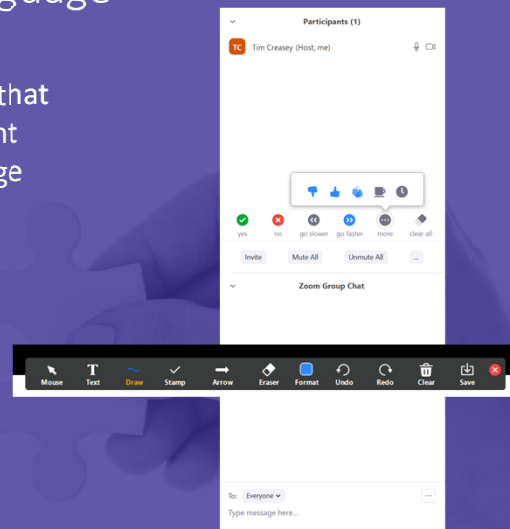
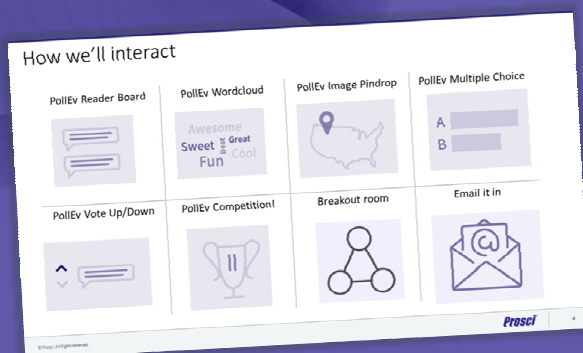
“ At Prosci, our purpose anchor is creating a transformational experience that empowers and emboldens change agents to drive adoption and usage to contribute to people-dependent ROI in a new way.”

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2. Creating a virtual engagement language

“ Every interaction needs a ‘language’ – a pathway that enables the exchange of ideas. Virtual engagement needs its own language. We compiled our language with fit-for-purpose interaction techniques.”



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Small Group Breakouts



1. Pick up this topic or challenge
2. Collaborate on it
3. Come back with some highlights to share with the large group

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3. Mastering virtual facilitation

“Prosci’s Master Instructors and Producers rapidly adopted virtual facilitation best practices and mastered the technology to bring magic to the VILT.”

Facilitation Best Practices for Virtual Instructor-Led Training

- Mindset shift
- Starting on time
- Using Session Agreements (Ground rules)
- Focusing and engaging participants
- Keeping the energy high
- Being Organized
- Avoiding technical problems
- Making participants comfortable
- Professional appearance
- Mixed virtual and in person groups
- Role of the Producer

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Shout out to the Prosci Master Instructors and Producers



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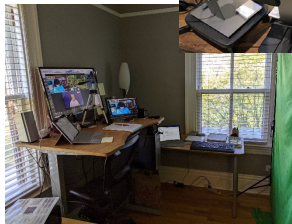
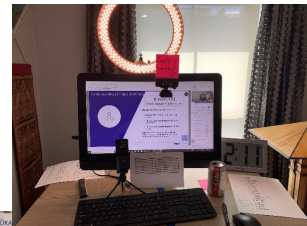
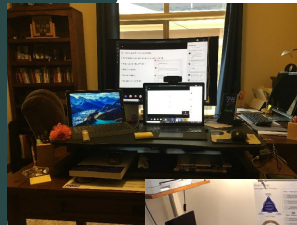
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It's not
the same.



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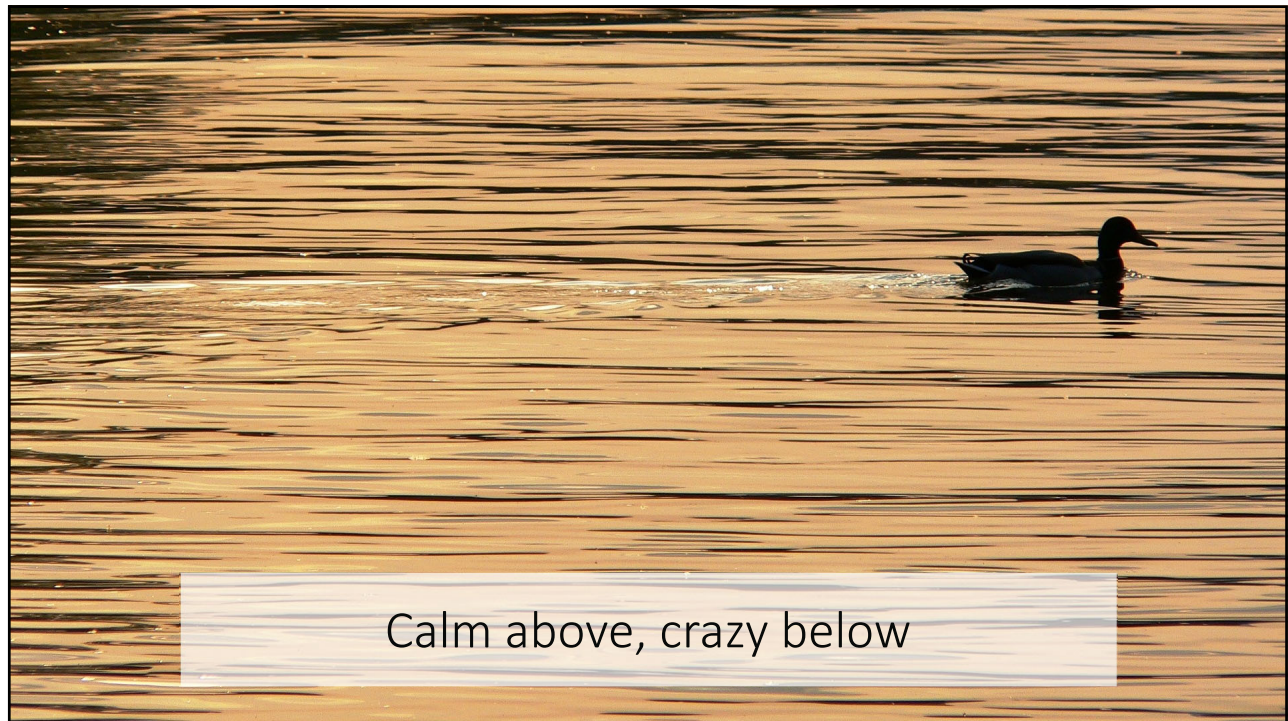
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Technology: Friend or Foe



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Special thanks to Bryan Carey, Michael Nestor, and Lanie Roth for doing an incredible job! Thank you also to Tim Creasey for dedicating some time to making a guest appearance during our final day! *Kate Townsend*

Chris, Courtney, and John were amazing. *Trenise Moore*

Derinda, Bryan and Josh were awesome. Mahalo Josh for being our coach in the breakout sessions. You rock! *Malia Chong-Gossert*

I honestly cannot think of any improvements. Bill, Chris and Sonny did everything so well. *Ciara Daniels*

Phenomenal facilitation techniques by Steve Bush. thank you. *Lori Samolyk*

Thank you to Adam, Mary and Margaret - they were fantastic! *Kris Garra*

Michele & Rob did a great job! *Austin Cochren*

Many thanks to the Prosci team (Debbie, Sonny, JD) for a truly beneficial virtual learning experience *Denise Visse*

They facilitators were true professionals who did an amazing job! Michele and Chuck, along with Savannah facilitated the virtual class as if they had been doing it for ages! Well done! *Tracey Schmaus*

Thank you so much Chuck, Val and Georgia. I learned a lot in a short amount of time & I can't wait to jump in. *Trisha Long*

Mike was an excellent facilitator. He is a natural in the virtual environment - very enthusiastic and engaging! He clearly has a passion for change management, and his knowledge & experience were evident. Great job! *Lori Smithson*

Lanie, Bryan and Michael-You all did an AMAZING job and I strongly feel that the online course was stellar *April Matsui*

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4. Avoiding boredom and distraction

“ Virtual engagement language
+
Thoughtful design
+
Masterful facilitation
+
Rules of thumb
=
Avoiding boredom and distraction”

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5. Embracing what is uniquely virtual

as a fishbowl exercise, discuss what each change concept means to your change management work

“ Guest visits

“ 10 people simultaneously asking questions

“ Bringing humanity into the classroom

“ Leveling the playing field for the introvert learners

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Email solutions@prosci.com
with “Virtualization Support”
in subject line to learn more

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