

WORKSHEET:

6 ways to make your team more IT-savvy

Change is inevitable, but rarely easy – even digital enterprises are constantly adapting to an ever-evolving ecosystem of new technology. And forward-looking organizations know they can't truly be successful without bringing their staff up to speed too.

Want your employees to be IT leaders rather than followers?? Use this change management worksheet to help you educate your staff on the latest and greatest. Plus, gain tips on how to keep them abreast of future developments.

Once completed, you can send it to your leadership team to weigh in or start facilitating.

01 Get employee buy in

Remaining rational and emotionally attuned is one of the best ways to support your case for major change. The goal is to reach your team in ways that engage them on multiple levels to ensure genuine buy in. Make them feel they are part of something worth throwing their weight behind by getting real and authentically connecting to their core.



List three **rational** reasons this initiative is important, then list three **emotional** ways you can convince your team to buy in.

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02 Define your objectives

What are the goals you have for improving IT uptake in the wider business? It's good to publish company, team and personal goals, making them clear and visible to everyone.



Create a “What are we trying to solve for?” statement. If X then Y. Give real examples.

e.g.: If my team could update their own security software, then it would save 10 hours/month to allow me to work on high-priority projects.

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And what's in it for them?

e.g.: They save 2 hours being without a laptop due to waiting in the queue with IT.

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02 Define your objectives



Use the framework below to draft some goals. Remember to make them **specific, measurable, actionable, realistic** and **timely**.

e.g.: Employee-initiated security software updates

Specific: *Teach each department to update their own security software without the help of the IT team.*

Measurable: *Training materials will be ready within two weeks, and we will aim to have at least five employees making their own security updates by the end of the month.*

Actionable: *Presenters will be selected first. Then they will create a short presentation, get signoff from the CTO and coordinate with management to schedule the training with their individual teams.*

Realistic: *Hire outside consultants to make the presentation if the IT team is too busy tending to high-priority issues.*

Timely: *Train all employees in each department to make their own updates within 60 days.*

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Remember, when initiating change, there's no such thing as over-communication. Keep this open line in place beyond rollout, too. The actions you take support your words in ways that sustain and reinforce your message long after you've implemented your plan.



Create a timeline for your education program...then mark what places you'll be touching base with your team, and how.



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03 Set up a lunch and learn



What are the top 3 pieces of **low-hanging fruit** that could be taught in a lunch and learn?

e.g.: "Setting up secure passwords."

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What are the **main points** that should be covered for each item?

e.g.: "Here are resources that can help you create and manage passwords."

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04 How will this benefit *them*?

Sometimes real-world examples help drive a point home.



List 5 of your biggest **IT problems**, and actual examples of how fixing them would make work easier for employees. **(Bonus points if you can keep the reasoning concise: Under 3 sentences.)**

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05 Play some games

Try making training sessions fun, social and incentivized.



Below, list **10 prizes** that might incentivize your team:
Now, create what types of employees should be in each group, ideally of no more than 5 participants. **(Bonus points if you have employee names to add.)**

Prize	Types of Employees
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

06 Host an internal hackathon

Bring together dev, design, marketing, sales and other departments for one day to focus on improving one pain point of the business that isn't necessarily part of their daily tasks.



Below, brainstorm at least **3 processes** you think all departments would benefit from improving.

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These six guiding exercises offer a strategic template for businesses dedicated to sharpening the IT skills of their entire team. While effortful, this worthwhile endeavor can enact meaningful and long-term transformational change as the digital landscape continues its rapid expansion.

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