SAMPLE AGENDA

Change Management and Staff Training

Adoption is decided in the room where people use the tool. We build readiness before go-live and keep adoption up after it.

FORMAT	LENGTH	TRACK
Readiness assessment, training and adoption support	**Varies with the deployment; this agenda shows a typical half-day training block**	**Implement**

This is a sample agenda. Every session is tailored to the client: modules, timings and exercises change with your organization, your systems and the people in the room.

Session goals

1. Everyone in the room can do the new workflow with the tool, start to finish, on synthetic examples.
2. Everyone knows what the tool does not do, and what to do when it is wrong.
3. Supervisors leave knowing how adoption will be measured and how feedback gets back to the owners.

Who it is for

Frontline staff who will use a specific tool, their supervisors, and a super-user or two. Up to fifteen people per block.

Before the session

- A readiness assessment completed before the block, usually a short survey and three to five conversations.
- A training environment or synthetic examples that match the real workflow.
- Named super-users who attend the first block.

Schedule

TIME	MODULE
0:00 – 0:20	**What changes and what does not** The workflow before and after, side by side. Why the change is happening, said plainly.
0:20 – 1:10	**Hands-on, part one** Each person works through the new workflow on synthetic examples, with support in the room.
1:10 – 1:25	*Break*
1:25 – 2:15	**Hands-on, part two: when it is wrong** Deliberately flawed examples. Practice spotting, correcting and reporting a bad output.
2:15 – 2:45	**Questions and edge cases** The group lists the situations the training did not cover and who will answer them.
2:45 – 3:00	**How we will know it is working** The adoption measures, who sees them, and how to send feedback. Close.

Hands-on exercises

- Completing the full workflow on synthetic examples, individually and then in pairs.
- Catching and correcting planted errors in tool output.
- Writing the first entries in the department's edge-case list.

You leave with

- ✓ Staff readiness assessment before deployment
- ✓ Role-specific training for each deployed tool
- ✓ Adoption measures and the dashboard to track them
- ✓ A feedback loop from the floor back to the owners

Safe use

Sessions use synthetic or de-identified material only. Please do not bring patient information, real message threads or live system access into the room. Nothing in a session is clinical, legal or compliance advice, and no tool is endorsed or evaluated as safe for clinical use by taking part.