

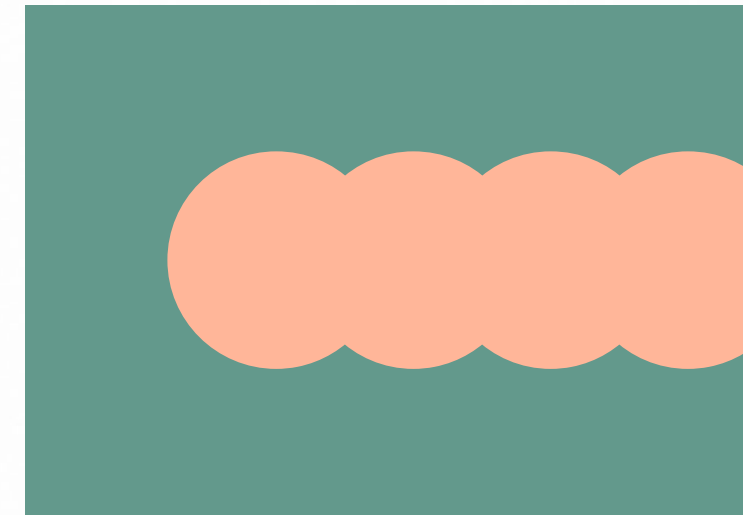
BETTER ROLLOUTS, FEWER EYE ROLLS

Training Tech-Tired Teams
on New Technology



Presented by Olivia Larkins

Training Specialist
Ballad Health



SESSION PURPOSE

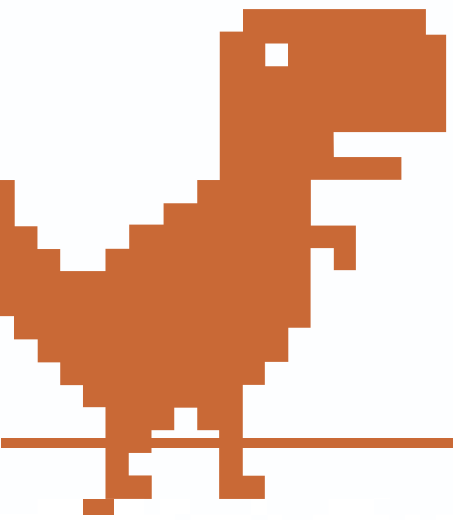
Learn how to normalize fear, create immediate wins, and build confidence when rolling out new technology so users feel supported, capable, and engaged throughout the learning process.



HOW TO PLAY

Answer the
questions

Get your
eye - Roll
score

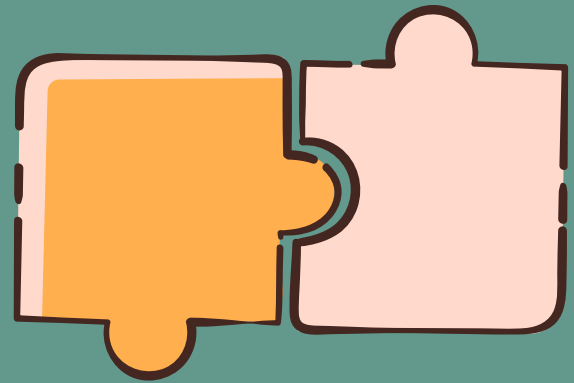


TECH-TIRED IS REAL

Let's reframe that resistance

RELUCATANCE
IS NOT
INABILITY

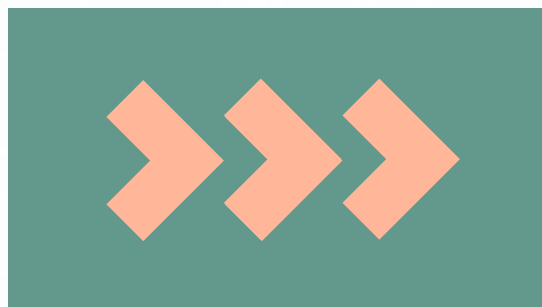
TECH FATIGUE IS
NOT A LACK OF
INTELLIGENCE



WHY TECH FATIGUE HAPPENS

- Constant change
- Compliance pressure
- Fear of mistakes
- Previous bad roll outs





WHAT THEY SAY

I'm not a tech person

This is just one more thing

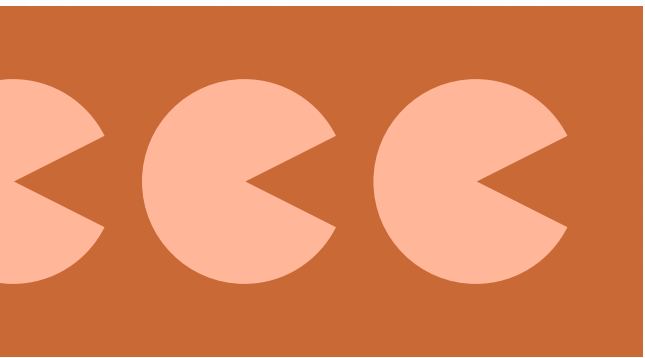
I don't have time to learn this

WHAT THEY MEAN

I don't want to mess anything up

I've been burned before

I'm overwhelmed



THE COST OF A BAD ROLLOUT



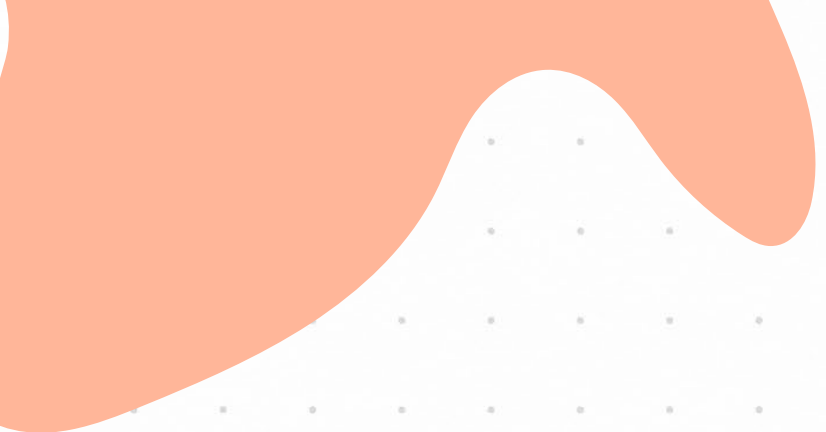
Anxiety

W o r k -
a r o u n d s

L o w
a d o p t i o n

Q u i e t
r e s i s t a n c e





CONFIDENCE COMES FIRST

**PEOPLE NEED TO FEEL SAFE BEFORE
THEY FEEL SKILLED**





COMMON PITFALLS



Overexplaining



Leading with features



Jargon



Teaching everything

BEFORE INTRODUCING SOMETHING NEW...

What problem does this solve for users ?

How can I show value in under 5 minutes?

What language will reduce anxiety?

How will staff practice safely?

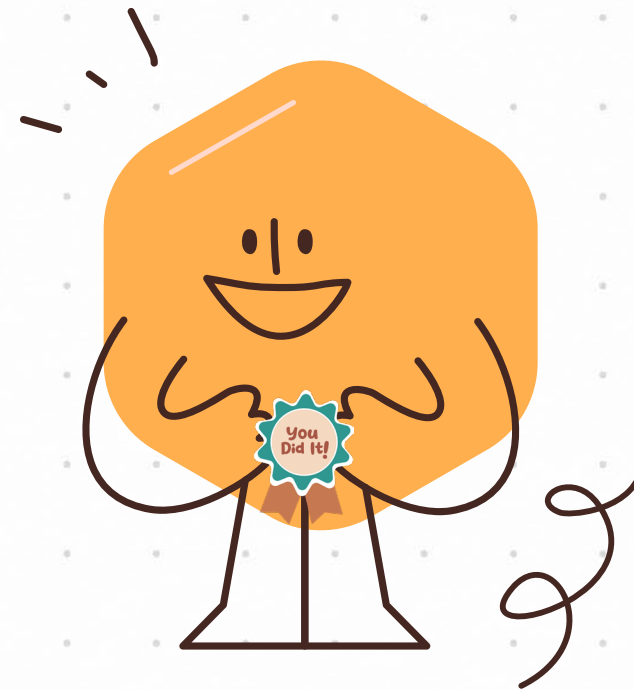
How will I reinforce this later?

3 STEP FRAMEWORK

NORMALIZE THE FEAR

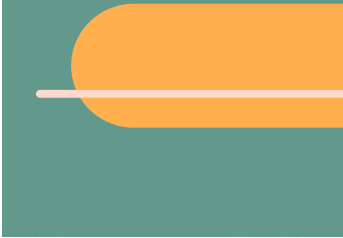


CREATE AN IMMEDIATE WIN



BUILD CONFIDENCE





LET'S TALK ABOUT LANGUAGE

- 1 No judgement
- 2 Don't assume anything
- 3 Avoid acronyms/jargon
- 4 Ask what they need!



“You just need to reset
your password.”

“It should be working.”

“Did you follow the
instructions?”

“Let me do it for you.”

“It’s really easy.”

“What happens when
you try to sign in?”

“Tell me what you’re
seeing on your screen.”

“Which step feels
confusing right now?”

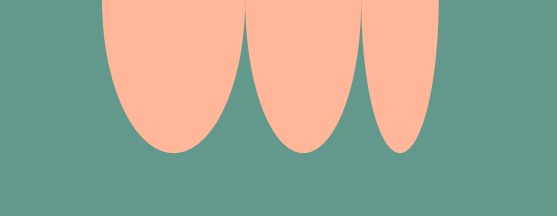
“Let me walk you
through it while
you try.”

“Let’s take it one step
at a time.”



SAFE USES OF NEW TECH

- New systems to store information (not make decisions)
- Templates to standardize work
- Dashboard to view data
- Automation to reduce manual steps or duplication



WHAT ABOUT AI?

Introduce AI as an **assistant**
Not a replacement

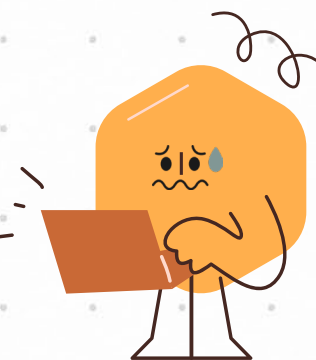
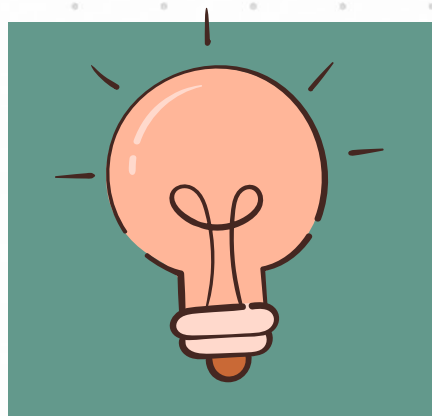
→ Summarize long emails

→ Rewrite text to be more concise/professional

→ Turn instructions into checklists or steps

→ Brainstorm titles, ideas, or outlines

→ Reformat content (paragraph -
> bullet points)



LET'S SET SOME BOUNDARIES

GENERAL DO NOTS

- Enter test data into a live system
- Skip required steps (even if the tool allows it)
- Assume system defaults are best practice
- Bypass training or documentation
- Use workarounds that weaken data quality

LET'S SET SOME BOUNDARIES

AI DO NOTS

- Enter confidential data (names, PHI, etc.)
- Ask for medical, legal, or HR decisions
- Assume AI output is always correct
- Use AI to replace required documentation or approvals
- Share login credentials or internal system data

TECHNOLOGY SPEEDS THINGS UP

IT DOESN'T REMOVE RESPONSIBILITY

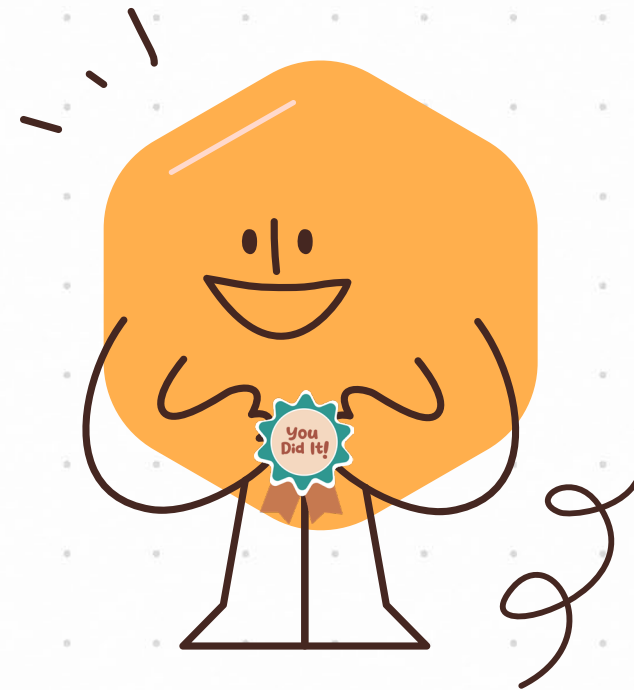


3 STEP FRAMEWORK

NORMALIZE THE FEAR



CREATE AN IMMEDIATE WIN

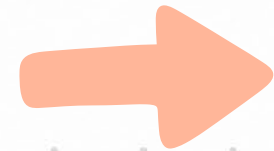


BUILD CONFIDENCE

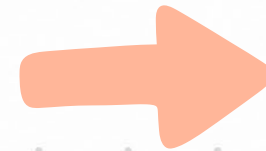


THE ROLLOUT

GIVE A
HEADS UP



DO THE BIG
TRAINING



FOLLOW UP WITH
THE QUICK WINS

GETTING A QUICK WIN

**Choose a “ microlearning ”
topic that will make the
most impact for your team**

Demo in 5 minutes or less

Once a week

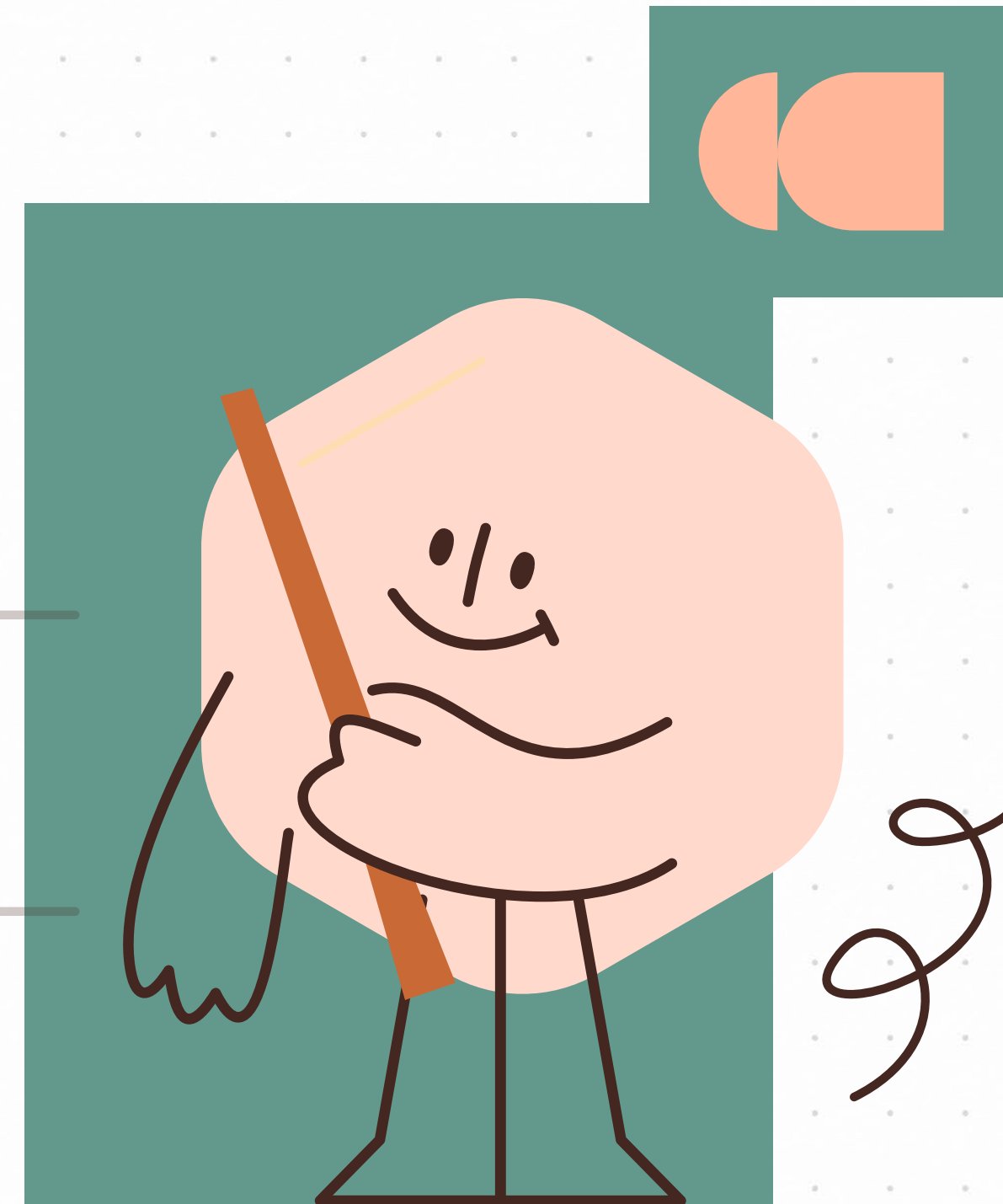
Teach the “language”

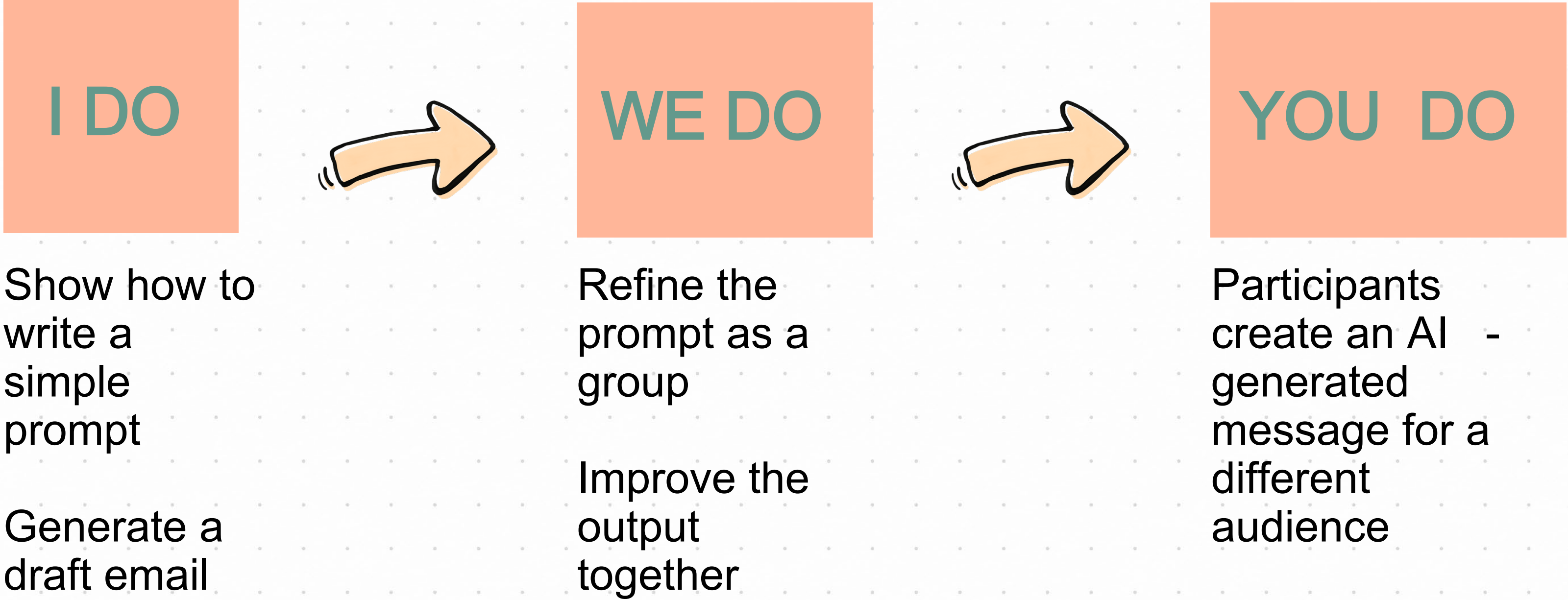
TRAINING STRATEGIES

- ✓ Side -by -side demos

- ✓ Peer champions

- ✓ I Do, We Do, You Do model





I DO

Show how to
write a
simple
prompt

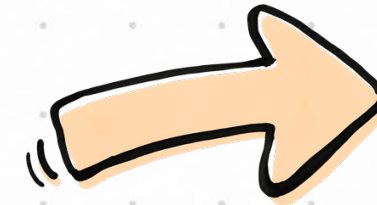
Generate a
draft email



WE DO

Refine the
prompt as a
group

Improve the
output
together



YOU DO

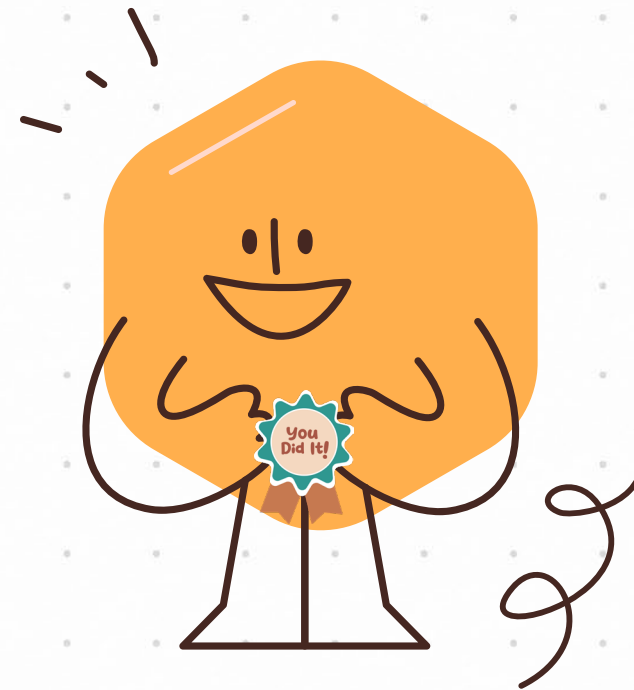
Participants
create an AI -
generated
message for a
different
audience

3 STEP FRAMEWORK

NORMALIZE THE FEAR



CREATE AN IMMEDIATE WIN



BUILD CONFIDENCE

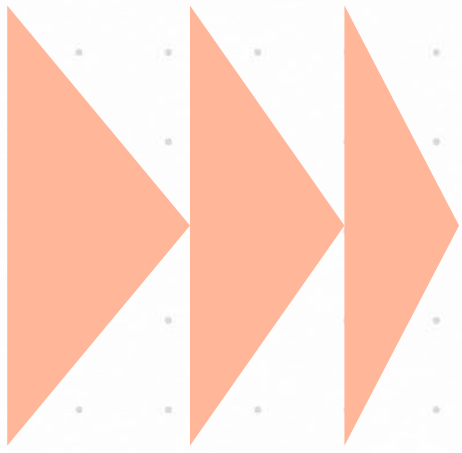


KEEP IT GOING

OFFICE HOURS

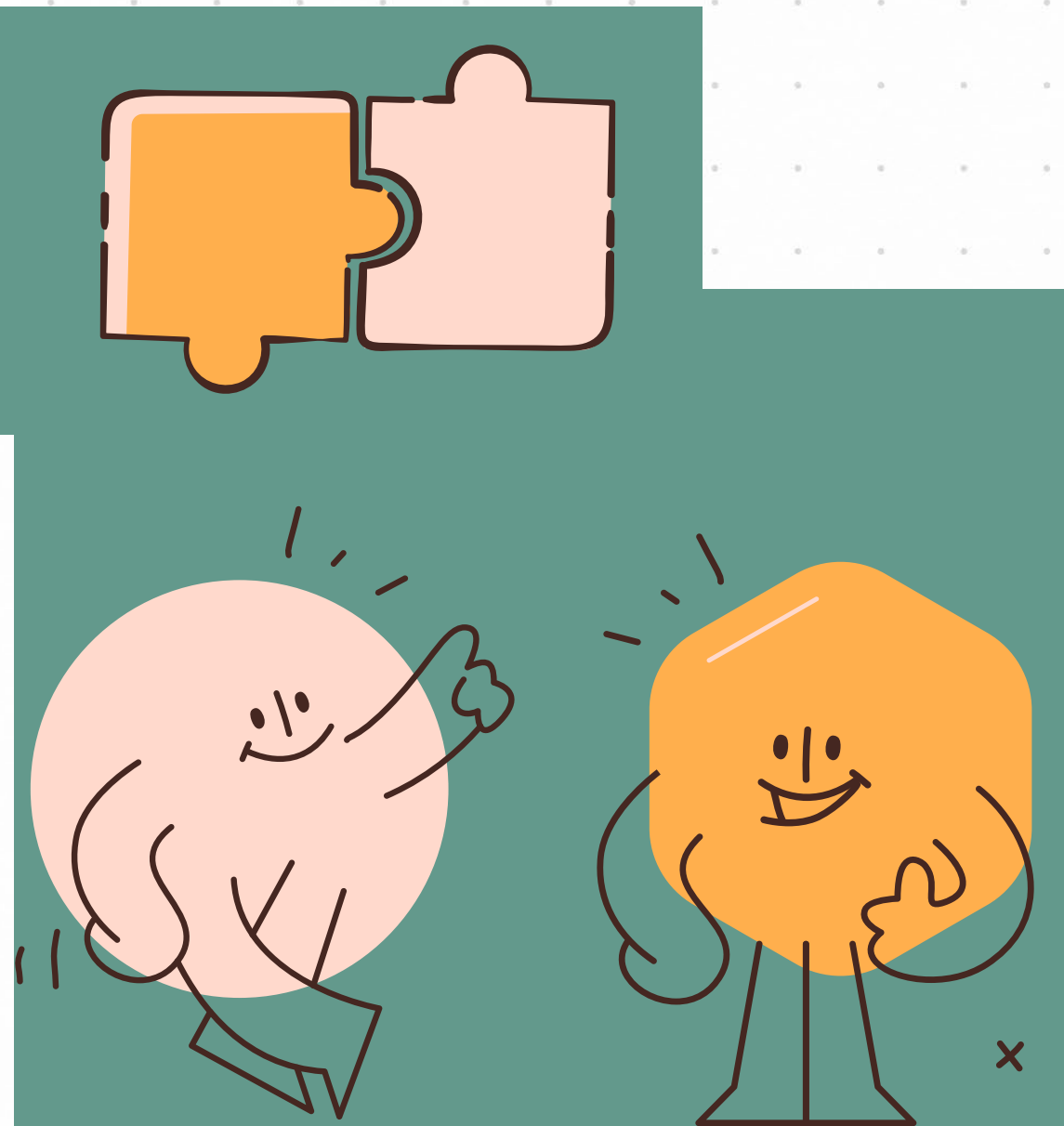
FEEDBACK

30 DAY SURVEY



OFFICE HOURS

Make help easy to access



- Offer predictable time for questions and practice
- Judgement -free space for extra support
- Address real challenges
- Look for common themes to guide future training



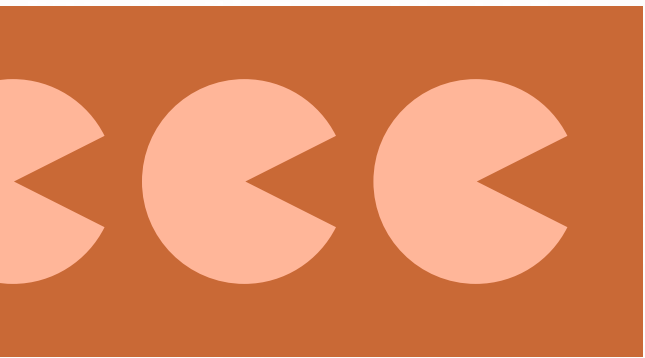


FEEDBACK

Listen, Learn, Adjust

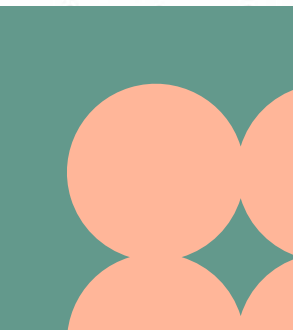
- Recognize the new skill when you see it being used
- Briefly revisit in team meetings before the next skill is introduced
- Address any updates
- Team chat dedicated to troubleshooting new skills

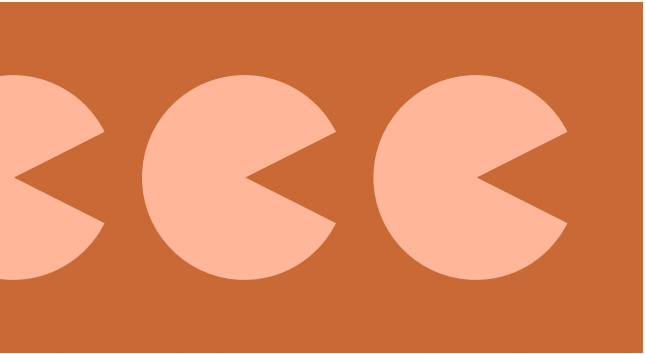




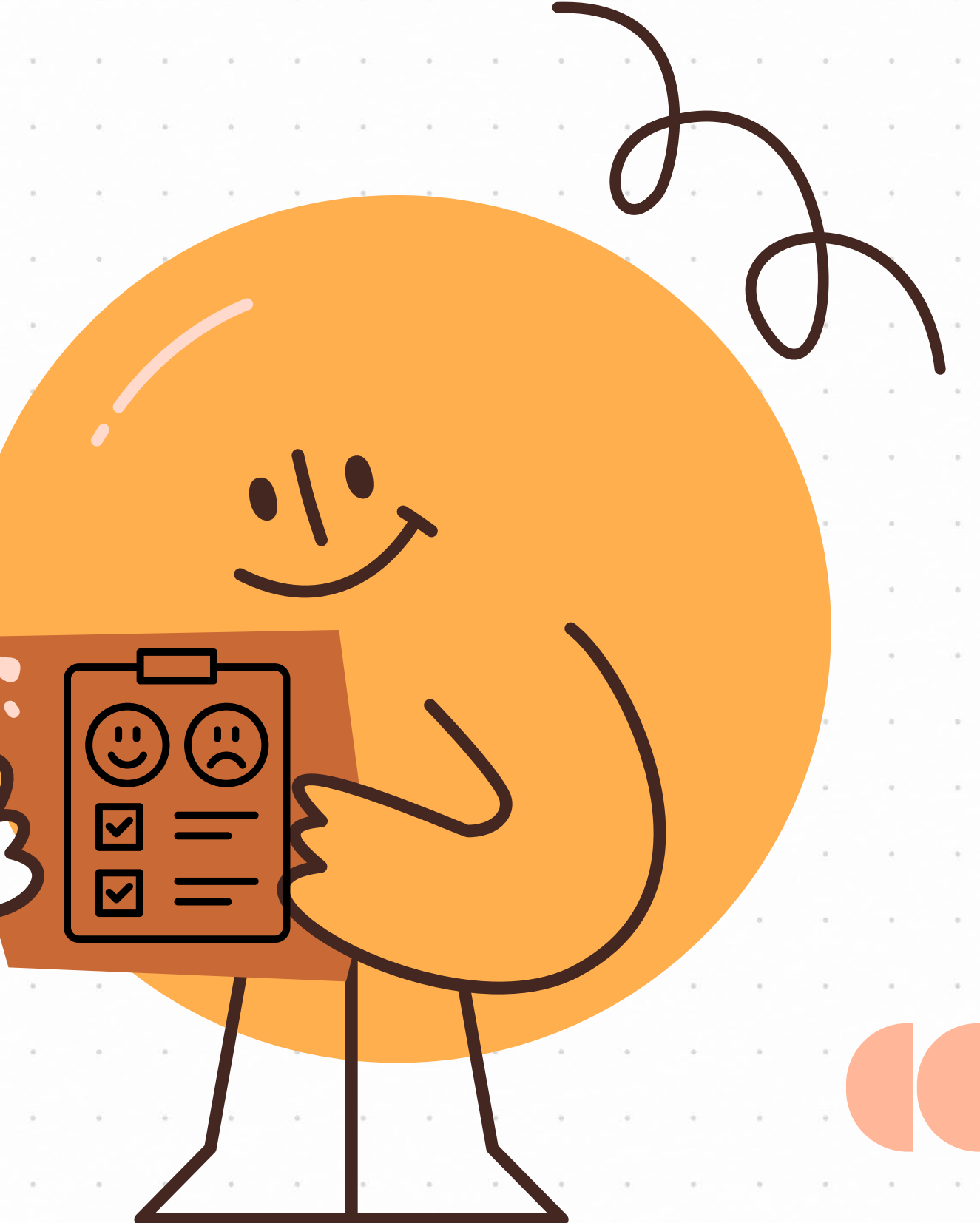
30 DAY SURVEYS

- Check if they are using the new skill
- Identify remaining barriers
- Measure confidence
- Offer next steps based on responses

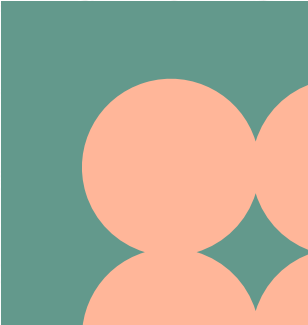




30 DAY SURVEYS



SAMPLE QUESTIONS

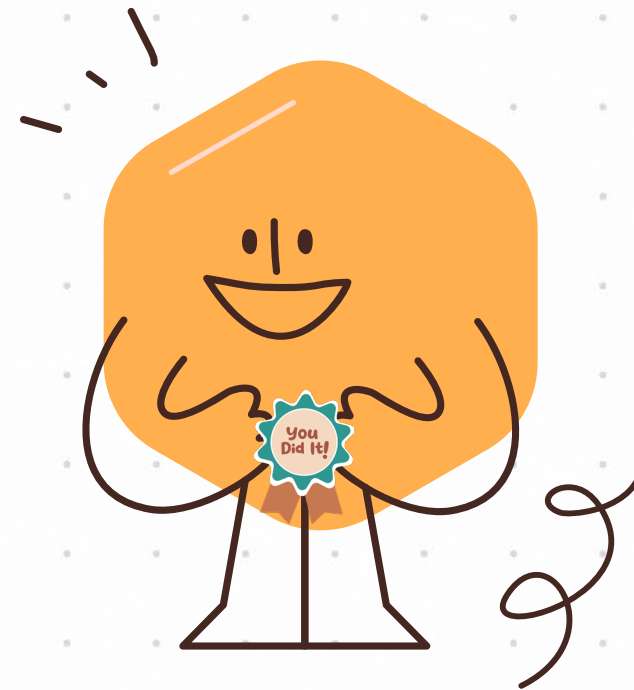
- How confident do you feel using the tool today?
 - How often have you used it since the training?
 - What has made it easier or harder to use?
 - What additional support would help?
- 

3 STEP FRAMEWORK

NORMALIZE THE FEAR



CREATE AN IMMEDIATE WIN



BUILD CONFIDENCE





MAKE IT HAPPEN

Think of a skill that would benefit your team.

Can that skill be broken down into a five -minute demo?

I Do, We Do, You Do

Who are your peer champions?

Office hours?

How will you give feedback or reinforce the learning?

Okay



THANK YOU!

If you have any questions, feel free to reach out!

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