

Mind the Gap: Making Tech Work Through Better Collaboration

Taylor Wilder | Hands On powered by
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Today's Agenda

Welcome & Framing

When Tech Projects Fail (& Why)

Scoping with Success in Mind

Collaboration and Adoption Strategies

Peer Sharing & Q&A

Welcome & Framing

Who's in the Room?

Welcome & Framing

What Unites Us?

Resistance to change



Skill gaps



Lack of stakeholder support

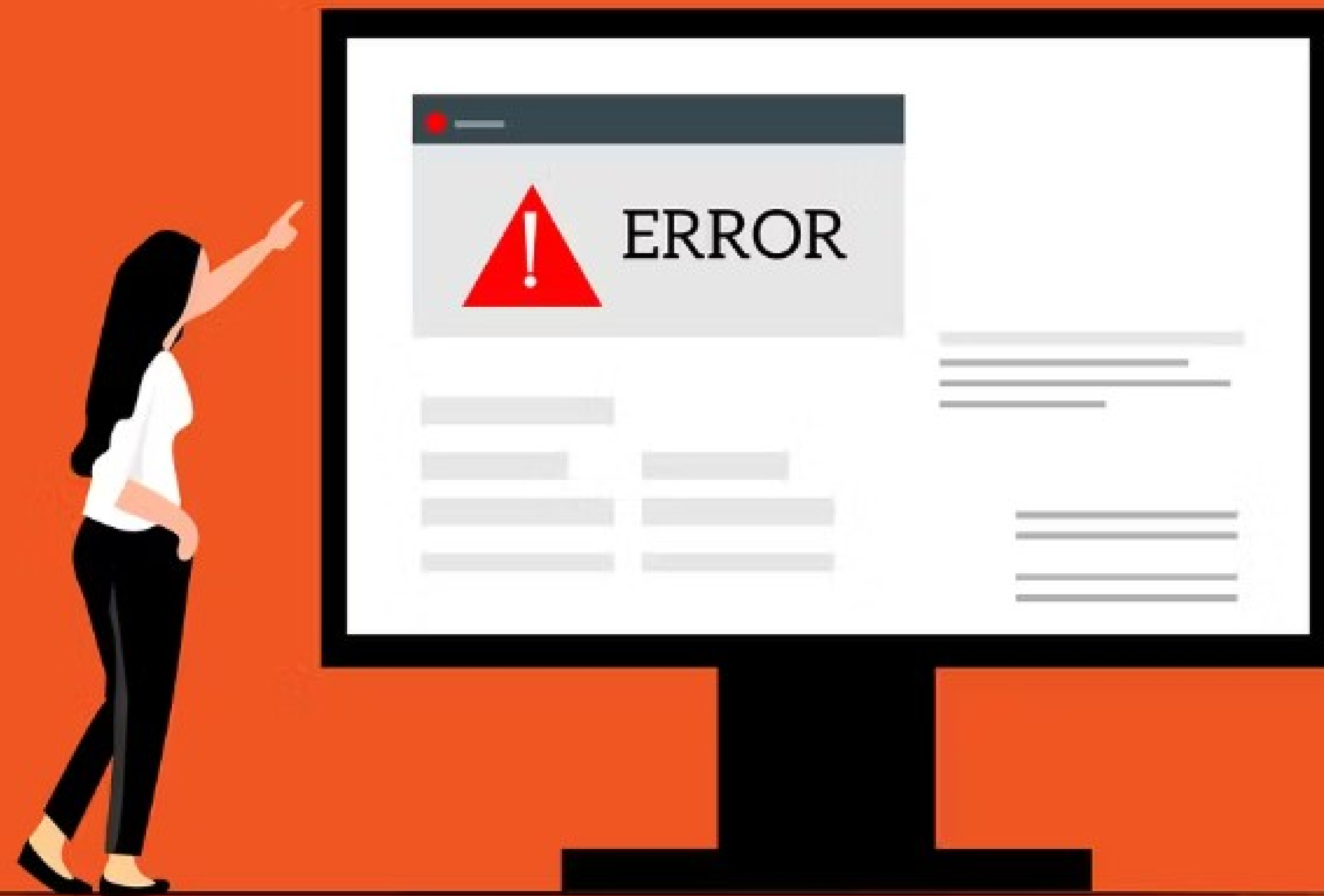


Poor handoff



Unclear scope





When Tech Projects Fail (& Why)

When Tech Projects Fail (& Why)

What other pitfalls have you experienced?

Lack of Stakeholder Support & Poor Handoff

Mini Case Study: Website Assessment

The Bottom Line: Everyone needs to be informed & on board.

Unclear Scope

Mini Case Study: Salesforce Implementation

The Bottom Line: A project without clear definition leads to frustration on all sides.

Resistance to Change & Skill Gaps

Mini Case Study: CRM Updates

The Bottom Line: You need buy in at every level & to prioritize training. Sometimes training needs to happen for buy in to be present.

Scoping With Success In Mind

- Be realistic about your organization's capacity and capabilities
 - TechSoup's Digital Assessment Tool
 - NTEN's Tech Accelerate Tech Readiness Assessment
- Use discovery questions that bring clarity
 1. Big Picture Priorities
 2. How Things Work Now
 3. Who Will Use It
 4. Challenges and Aspirations
 5. Capacity and Constraints
 6. Adoption and Buy-In

Scoping With Success In Mind

- Define success early with both implementors & end users in the room
 - Use brainstorming tools that work for your team
 - Physical tools- whiteboards & sticky notes
 - Virtual tools such as Coggle for mind mapping or Miro's online whiteboard
 - Remember the Rules of Brainstorming

Collaboration and Adoption Strategies

- Identify internal champions
- Communicate early & often
- Level set across teams
 - **Tech staff**- connect to the mission
 - You're not selling a product, you're selling the ability to provide better services as a result of the product
 - **Program staff**- think about the outcome of new technology that has been well implemented & is understood by all staff
 - Work faster for more time delivering services
 - Better data=better stories=more money=better services

Scoping with Success in Mind

Where have you seen success?

Key Takeaways

Peer Sharing & Q&A

Sharing Experience