

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

**Readiness assessment,
training and adoption support**

LENGTH

**Varies with the deployment;
this agenda shows a typical
half-day training block**

TRACK

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	<i>Break</i>
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.