



Sponsored by
ValueOps™
by Broadcom

Clarity™
by Broadcom

Rally®
by Broadcom

ConnectALL
by Broadcom

Insights
by Broadcom

Sustaining Change Tips for Ongoing Training and Mentoring

Your Guides:
Ben Raper and Matthew Palicki



Agenda

- Overview
- Keep it Fresh!
 - Broadcom Engagement
 - Upgrade
 - Functional Releases
- Keep Engaged!
 - Planning Communications
 - Communications Components
 - Understanding the Change
 - Communicating the Change
 - Ways to Teach
 - Follow Up

Overview



Growing skillsets starts with engaged users



Maintaining engagement starts with continuous improvement

- Engagement, management and oversight of day-to-day activities
 - System status (uptime or outage notifications)
 - User performance (reminders for timesheets and status reports)
 - Escalations (manager or PMO notifications of user performance)
- Communication or training for enhancement/changes
 - System upgrades
 - New functionality releases
 - Process changes



Process and tool growth supports resource growth



Interactive Discussion: What are some methods you have found successful for keeping your end users informed and engaged?

Keeping it Fresh

Broadcom Engagement

- ⚙️ Broadcom's quarterly releases are consistently adding in-demand user features
- ⚙️ Keep up-to-date with the latest releases
- ⚙️ Stay informed with the Clarity product roadmap
- ⚙️ Plan your upgrade cycle
 - Broadcom SaaS: Quarterly
 - Rego AWS: At least twice a year
 - On-Prem: Annually

Broadcom Engagement

Stay Engaged with Us

Weekly	Monthly		Quarterly	Semiannually
Office Hours 40 attendees <i>Relationship-building open conversations between customers & Product Management</i>	Roadmap Review 110 attendees <i>Gives customers confidence & validates our strategy</i>	End to End Demo 200 attendees <i>Drives awareness & adoption by showcasing product capabilities</i>	Release Preview 300 attendees <i>Go-to-market for the release allows us to take credit for the value delivered</i>	User Groups 600 attendees <i>Regional meetings featuring customer presentations that promote our community</i>
	Innovation Call 40 attendees <i>Customers participate in prioritization by pitching ideas & voting</i>	Design Studio 15 attendees <i>Open discussion between UX and customers on use cases</i>	Value Validation 6 attendees <i>3 day customer-led sprint where they use the new features & provide feedback</i>	CAB 10 attendees <i>Forum for large customers to share experiences & identify industry trends</i>

Email clarity@broadcom.com to sign up for any program

ValueOps™
by Broadcom



Who would like to share about your participation in any of these, and the value you have received from it?

Functional Releases



It can be difficult to adopt new features at the same time as a system upgrade

- Evaluate features as they become available, they don't have to be released right away



Plan and schedule a 'functional' release calendar

- ***This should also include process change***



Publish a roadmap



All releases should include communications, release notes, and OCM



Planning Communications

Organizational Change Management is key to successfully driving change (see our Prosci partners!)

- Identify key stakeholders
- Assess the impact
 - Minor or major changes?
 - Significant process change?
- Targeted communications
 - How am I affected?
 - What's in it for me?
- BLUF it (bottom line up front)



Source: Microsoft (2024, January 18)
Define a strategy for adoption and change management.

<https://learn.microsoft.com/en-us/dynamics365/guidance/implementation-guide/implementation-strategy-define-strategy-adoption-change-management>

Understanding The Change



What is the timeline?

- Date of Testing
- Date of Implementation (Prod)



How big is the change?

- Size of a change can impact the tactics used



Which groups does it impact?

- Identify the group/personas impacted
- Identify processes impacted



Document the change

- Before / After - Visuals
- What we did vs What we Do
- Updates to Materials

Communicating The Change



Material Updates

- Quick Reference Guides
- Videos
- SharePoint, Confluence, Wiki, etc



Team Meetings/Huddles

- Provide information for the teams to review
- Quick Reference Guides
- Links to internal information



Distribution Channels

- Emails
- Announcements
- Internal Sites



Snack & Chats

- One off training sessions
- Topic Focused

Ways to Teach



Short Form Content

- Topic focused Video
- Less than 5 minutes



Quick Reference Guides

- Topic focused documents
- Updated with new changes



Snack & Chats/Lunch & Learns

- Topic focused
- Training Sessions 20 minute to 1 hour
- Include business process changes

Follow Up



Email Communication



Surveys



General Conversations

Questions?





Master Clarity with Rego University

Earn Certifications in
Administration, Leadership,
and Technical Proficiency

Let Rego be your guide.



Elevate Your Professional Expertise with Rego University Certifications

Rego is excited to continue our **certification programs**, designed to enhance your expertise in Clarity administration, leadership, and technical skills. These certifications provide hands-on experience and knowledge to excel in your career.



Certification Requirements:

✓ **Completion:** 12 units per certification track

✓ **Eligibility:** Open to all Rego University attendees



Important Reminder:

To have your certification **credits tracked**, ensure you **complete the class surveys in the app** after each session. This step is critical for certification progress.

Surveys

Please take a few moments to fill out the class survey.
Your feedback is extremely important for future events.



Additional Resources



Articles/Webinars:

<https://info.regoconsulting.com/top-ppm-and-work-management-trends-for-2024-december-2023>

<https://info.regoconsulting.com/improve-your-project-management-practices-with-a-digital-ecosystem-assessment-30-august-2023>

<https://www.prosci.com/blog/defining-change-impact>

<https://www.prosci.com/blog/sustainment-in-change-management>

<https://businessleadershiptoday.com/how-does-leadership-affect-organizational-success/>

<https://info.regoconsulting.com/what-is-strategic-portfolio-management-linking-strategy-to-execution>



Books

[Accelerate: Building Strategic Agility for a Faster-Moving World, John P. Kotter](#)

[Out of the Crisis, W. Edwards Deming](#)

[Value Stream Mapping: How to Visualize Work and Align Leadership for Organizational Transformation, Martin/Osterling](#)

[The 4 Disciplines of Execution, McChesney/Covey/Huling](#)

[The Digital Transformation Playbook, David L. Rogers](#)



Personal Growth

[From Strength to Strength, Arthur C. Brooks](#)

[Designing Your Life, Bill Burnett and Dave Evans](#)

[The Six Types of Working Genius, Patrick Lencioni](#)

Thank You For Attending Rego University

Instructions for PMI credits

- Access your account at pmi.org
- Click on **Certifications**
- Click on **Maintain My Certification**
- Click on **Visit CCR's** button under the **Report PDU's**
- Click on **Report PDU's**
- Click on **Course or Training**
- Class Provider = **Rego Consulting**
- Class Name = **regoUniversity**
- Course **Description**
- Date Started = **Today's Date**
- Date Completed = **Today's Date**
- Hours Completed = **1 PDU per hour of class time**
- Training classes = **Technical**
- Click on **I agree** and **Submit**



Let us know how we can improve!
Don't forget to fill out the class survey.



Phone

888.813.0444



Email

info@regoconsulting.com



Website

www.regouniversity.com

Continue to Get Resources and Stay Connected

- 1 Use RegoXchange.com for instructions and how-tos.
- 2 Talk with your account managers and your Rego consultants.
- 3 Connect with each other and Clarity experts at RegoGroups.com.
- 4 Sign up for webinars and join in-person Rego groups near you through at RegoConsulting.com
- 5 Join us for the next [Rego University](#)!

