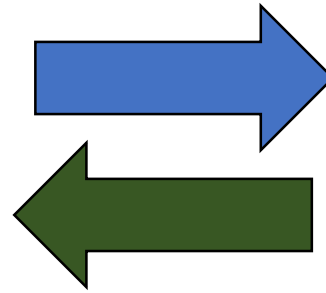


Applied Learning Project

**CRAWL, WALK, RUN!**

**Encouraging Stakeholder Buy-In After a Banner Implementation**



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## Explanation of the Project



### Problem:

Banner is **HERE**, Legacy is **GONE**, functional offices/users reluctant to transition and take ownership.

### Solution:

Mentor users on how to **ADAPT** and **OVERCOME** by utilizing tactics learned as a Military Officer. Introduce **CRAWL, WALK, RUN**.





## *Shows Evidence of a High Performing Team*

### Vision:

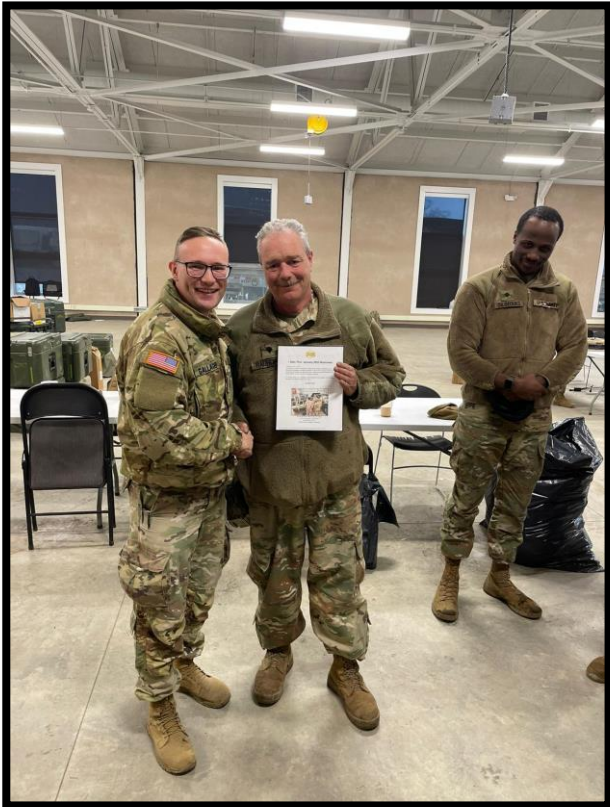
A highly functional, collaborative group of Banner users from various departments who take ownership of their data and share ideas/express concerns when they arise.

### Values:

Positive, motivated, constructive

### Outcomes:

Trust, ownership, data integrity, improved workplace satisfaction and productivity.



## Communication Strategies



- Assign duties/responsibilities
- Explain the WHY
- Back briefs



## Overcome Obstacles

### **Obstacle #1:**

You're the new guy. Who are you to tell us what to do or what is best?

### **Resolution:**

Listen, absorb, don't make changes on your first day. It takes TIME to earn trust.

### **Obstacle #2:**

Banner is too complicated. We aren't programmers. We CAN'T do this. We WON'T do this.

### **Resolution:**

Start small (CRAWL), progress over time (WALK), eventually the users will be confident in themselves, and their team (RUN). You have then mentored them on how to ADAPT & OVERCOME a challenge, and the user and the TEAM are now stronger because of it!



## Lessons Learned from the CIO Academy

- Hard work pays off
- Trust the process
- Enjoy the process





*What would I do differently leading a future project?*



*Breathe.*

## Final Thoughts and Reflections

### Seek Discomfort

“If your nerve deny you, go above your nerve” – Emily Dickinson

