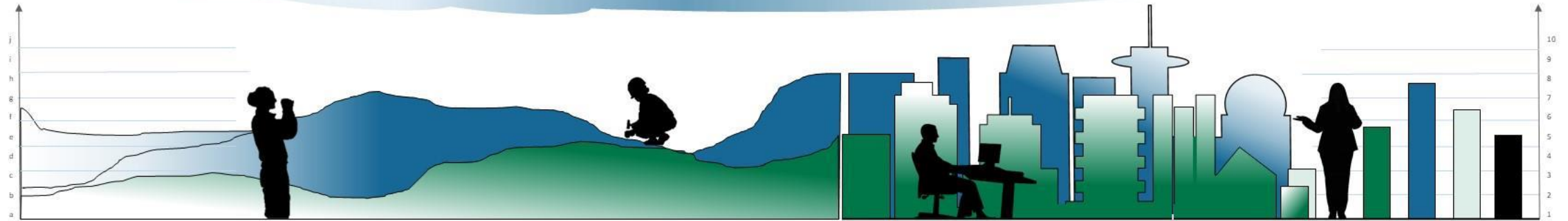


T I R O H A N G A W H Ā N U I



C H A N G E T R A I N I N G P L A N



Instructional goal: Ensure users have the knowledge and ability to use Tirohanga Whānui correctly and consistently

Target group characteristics
Group 1: Users (change)
Group 2: Viewers
Group 3: Users (other)

Required resources:
Volunteers to test,
project team

A

ANALYSE

- ROLES: User and Viewer- those who enter information and those who view it
- New tool but not complex
- Terminology should be confirmed for consistency, (also for other teams beyond change and for BAU)
- Benefits
- Time requirements for usage



Targeted learning solutions across a range of delivery modes.

Need to consider what BAU training will also be and design resources that can fit either.

Learning Objectives and instructional strategies should have alignment with ADKAR

D

DESIGN

- SharePoint/Atamai page for Users to house all learning solutions
- Survey users before deciding on delivery modes



SharePoint vs Atamai
Learning resources
Validate/Test
Peer review

D

DEVELOP

Share point page initially developed can be lifted and shifted to Atamai for greater visibility
Development and approval loop for change to be clarified
Documentation/definitions to be developed, agreed and approved
List of fields for data entry and glossary as part of the user guide



Learning Spaces decided, SharePoint, Teams
Engage Participants through managers
Set date/s for training session
Timeline confirmed
Hours to Sentient to ensure capacity

I

IMPLEMENT

Roll out of the learning solution to group 1 learners
Test to partial group
Decide when lift and shift to Atamai should be implemented
Leverage material for next group of trainees



Perception
Learning
Performance

Feedback from learners
Review of information in the tool to determine if learning outcomes met
Plan for feedback loop into next development phase

E

EVALUATE

The quality of learning resources and how well they accomplish instructional goals
For each type of learning solution designed
Align with other Project work underway (Green belt: Change Trainer Value)



ANALYSE

Needs Analysis

A

Needs Analysis		Need	Descriptor	Where
Why use the tool	Benefits and usage	Benefits for each role/user, project and organisation	Communication	Sharepoint page/Written comms/Video
How to use the tool	New tool in Power BI	Familiarity	Opportunity to use	Guided experience
		Understanding of how each field functions	List of fields with guidelines	User guide
		Terminology	Agreement	User guide
Where is it	How to access	Points of entry	Link	User guide/Sharepoint page/Email
Who uses the tool	User vs viewer	Types of user / Role in the tool	Descriptors of user types and roles	User guide
When to use the tool	When and How often to complete	All current projects entered	Deadlines	Team meetings/email
		Trigger or reminder for updating the tool	Information needed for regularity*	
What do I need to do	Staged approach	Priority list of tasks and deadlines to roles	Communication	Team meetings/email
		Reminders	Follow-up	Team meetings/email

CHANGE TRAINING PLAN

What people need to know/do to reach the goal (initial thinking)

- How to use the tool
- When to use the tool
- Whose job it is to do what part of the data entry
- How often it will be done
- Where to access the tool
- What types of user there are
- How much time will it take
- How often is it done
- Who maintains data
- Who ensures it is done
- What are the specific benefits to me/my project and at what points
- How do I want to learn about it

Goal: Tirohanga Whānui is used correctly and consistently across all of the Change Team



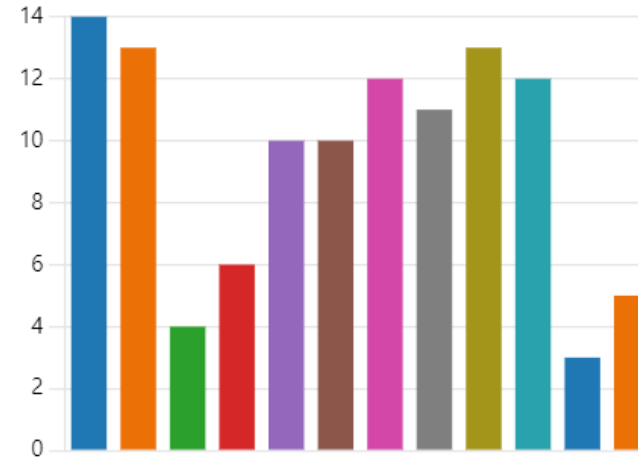
DESIGN

D

1. What learning and training resources would you like to have to support you using Tirohanga Whānui. Tick as many as apply (though all may not be provided)

[More Details](#)

● Training session (demonstration...	14
● Video (how to demonstration)	13
● Video from the sponsor on the ...	4
● Drop in sessions with your questi...	6
● Super Users/Champions	10
● Infographic (high level how to)	10
● User Guide	12
● Glossary/Definition of terms	11
● Exemplars/best practice examples	13
● Winning lotto so you don't have...	12
● Time Management training to fi...	3
● Other	5



Top results:

1. Training session (demonstration) on teams
2. Video(how to demonstration)
3. Exemplars/best practice examples
4. User guide
5. Winning lotto so you don't have to do it (out of scope)

Learning Objectives

1. User understands the change terminology used in Tirohanga Whānui
2. User demonstrates the ability to accurately set up a project, a change and an activity within Tirohanga Whānui
3. User is able to write accurate descriptions that align with best practice
4. User demonstrates understanding of what they are required to do in their role

APPLY | UNDERSTAND | REMEMBER

**DEVELOP****D****Order of Development**

1. Design work (already complete)
2. Atamai/Sharepoint page to house collateral
3. User Guide: In order to understand all field requirements and confirm terminology, organization rules/guidelines for that field.
4. Exemplars/Best Practice examples: Where there are free text with guidelines
5. Video: Real entry of a project
6. Training session on teams: Slide show (what, why), script and demo plan (how), facilitated discussion (how and when)

Refinement and reworking of resources at regular intervals (links to evaluation)

Concurrent

1. Further development or 'fixes'
2. Data entry testing



IMPLEMENT

A

Brainstorming activity

D

Benefits infographic (from Brainstorming activity)

K

User Guide
Glossary

Exemplars
Video creation and edit

A

Training Session(s)
One on ones if needed

R

Deadlines/follow up

Evaluation check-ins

8-12 May

15-19 May

22-26 May

29-2 June

CHANGE TRAINING PLAN

Data entry over two weeks from last training session





EVALUATE

E

Atamai/Sharepoint page

- Accessibility
- Hierarchy of information
- Design for engagement
- Usability

User Guide

- Content fits needs
- Visual accessibility and ease of use
- Is it accessed/how likely to be accessed
- Suitability for other audiences

Exemplars/Best Practice examples

- Helpful for initial entry
- Are they useful as a training tool for BAU
- How often accessed
- Understandable?

Video: Real entry of a project

- Relevance
- Ease of following
- How often accessed

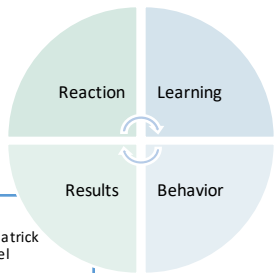
Training session on teams

- Engaging
- Did it meet the need and learning objectives
- Confidence using tool afterward

Evaluate use of the tool

- Mets best practice guidelines
- All projects entered initially
- Is completed regularly over a set period of time
- Any ongoing queries around use
- How often is it being used
- Were benefits realised?

* Evaluation – tool vs training



Appendix 1.

Developing a visual identity, presented to the Change Team 2022 as part of Sushila Bhika's change plan

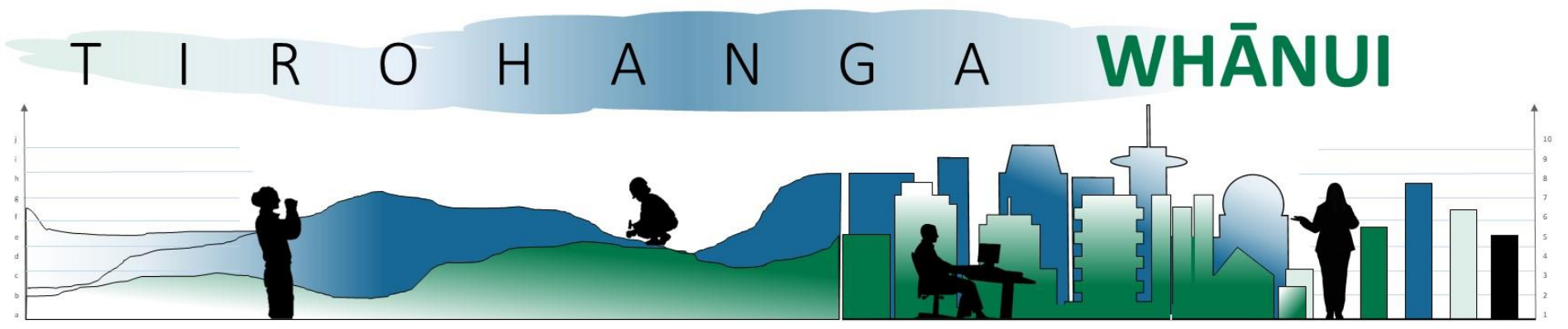
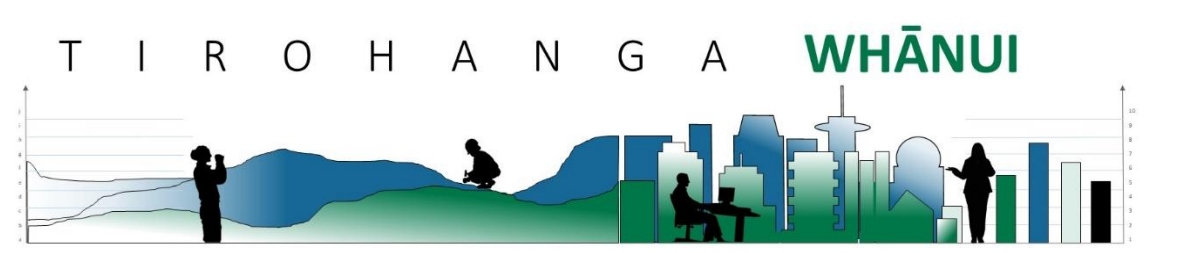
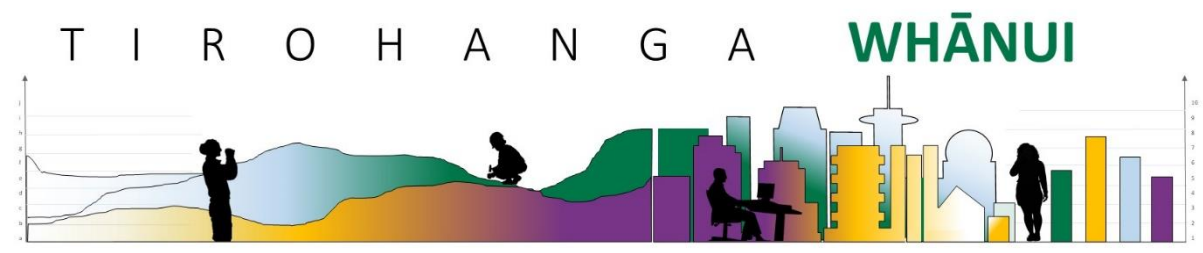
Tirohanga Whānui

(noun) overview, broad view.

Developing a visual identity

- Data, graphs, information
- Whenua
- Buildings, homes
- Projects, programmes of work
- Change, development, transformation
- People
- View of all these things

Appendix 1.1



Tirohanga Whānui | The Change Landscape Tool

As voted by
the change
team 2022

Appendix 2.

FAQ information

FAQ – Deleting information

Here's what the effects of deleting each type of record in the tool are:

- If you delete a Programme, any Project/Initiatives that the programme was tagged against are NOT deleted. Instead, the Programme field will just be empty on all of those Project/Initiatives
- If you delete a Project/Initiative, the Changes under it, and the Activities under the Changes, will all be deleted
- If you delete a Change, the Activities under it will be deleted
- If you delete an Activity, only that Activity is deleted and no other records are affected

And yes, confirming you can indeed delete at every level - for Project/Initiatives, Changes and Activities you first click Edit then the Delete button will be available. It will pop up prompting you to confirm to delete before the record actually gets removed. For Programmes, you can click on the New Programme button, and you'll see a red X next to each programme you've created (if any) that you can use to delete it. Again, you'll be prompted to confirm deletion before the programme is actually removed.

Appendix 3.

Brainstorming: Please record your teams responses (photography, screen shots etc.) and send back to Linda Gifford and Karen Lynley

What are the benefits of Tirohanga Whānui?

I can use Tirohanga Whānui to...

How can we ensure the data is kept up to date?

Option 1. Whole Group Brainstorm

Remind the participants of the Brainstorming Principles (below). Run through each statement, encouraging everyone to participate and build on each others ideas. *Good for smaller groups, can be run as a round robin (everyone to contribute at least one idea per statement)*

Option 2. Small Group Brainstorm

Put participants in three groups. Give each group a large sheet of paper and a marker pen. Give them 5 minutes to brainstorm ways to finish their assigned sentence. Give a time warning at one minute to go. Each group to report back. Ask the larger group if they have anything to add and note this. *Good for larger groups or where you want to encourage discussion*

Option 3. Brain writing

Put the statements up on a white board (real or virtual). Provide post-it notes and ask individuals to write as many post its for each statement as they can in a set period of time. Each person to write at least one response to each statement. At the end of the time, report the results back to the group. *Good for talkative groups who can get distracted or who might not agree*

Added Extra: Participants vote for their favourite statement with a sticky dot (real or virtual), one vote for each of the three statement areas

Brainstorming Principles:

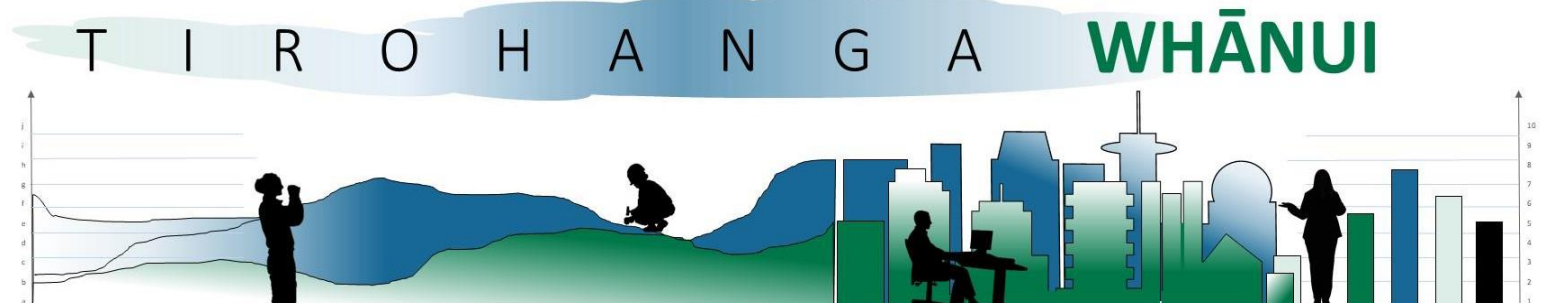
focus on quantity

withhold criticism

welcome unusual ideas

combine and improve ideas

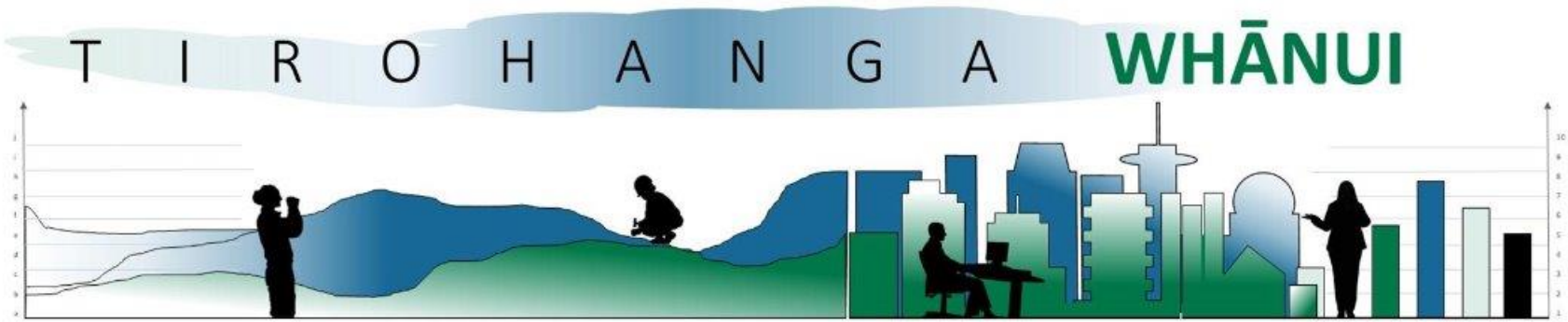
NOTES



Questions:

Who will manage BAU/training on the tool for new staff

What can be used for second group



A CONSOLIDATED VIEW OF CHANGE

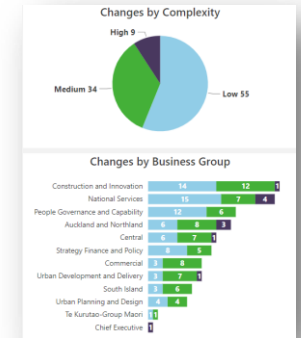
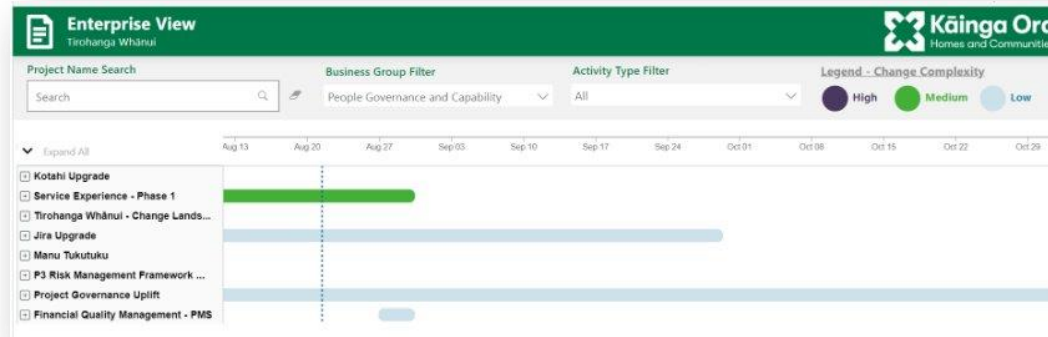
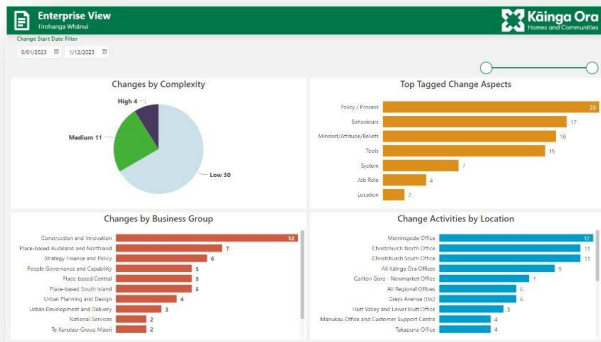
Visibility of the change landscape



Enhanced decision-making



Increased understanding



Of the Organisational Improvement Portfolio, of BAU mahi and of Business Group Initiative

The tool...

- Provides an enterprise view of changes happening across the organization including the business unit level.
- includes Programme and Project/Initiative details, change and information about planned activities
- Is an evolving tool with future improvements to come based on requirements and feedback
- Is not a repository for Change Management documentation but is an overview of the change landscape