



# Implementation

Implementing your new system requires as much care as the development. Implementing change, even when it is something that people have asked for, and in some cases demanded is not easy. Change pushes people out of their comfort zone and sometimes there is resistance. Identifying and securing a set of key stakeholders from a cross-section of the department and/or organization will make your adoption efforts more successful.

## Rollout

Rolling out a new system should come with a bit of intentional fanfare and detailed planning. Recognition Advocates need to own the process.

- > Create momentum, bring key stakeholders into your planning circle to launch. Make sure they have an inside track.
- > Key stakeholders hold a key role to actively participate in recognition activity to support a successful implementation.
- > First impressions happen quickly, work to ensure it is positive.
- > Present a step-by-step guide that explains how to use the new your recognition blueprint. The guide should be appropriately presented for each role in your organization.
- > Ensure your launch includes how this new recognition blueprint will benefit the team.

## Data gathering

As the system launches the Recognition Advocate team needs to be in data gathering mode. Collecting qualitative and quantitative will help you track how the system is being used, or not and identify pitfalls that need adjustment. Data should be gathered through:

- > Observation
- > Asking curious questions directly to individuals and small groups
- > Listening to stakeholders

## Continuous study

The Recognition Advocates should capture and regularly consider and gain insight through data gathered. However, resist the temptation to make changes in the short-term. It takes time to change recognition muscle memory.

- > Review and consider progress through internal milestones and dates
- > Create and continually update your troubleshooting guide as pain points arise
- > Share success stories liberally

