* **One to one support – champion who knows change and knows coaching who can provide this support**
* **Group workshops – resolve issues collaboratively**
* **Involving participants in Beta testing – their voice is heard**
* **Training for general users – familiarity stops unfounded fears**
* **Targeted communications – really think about the communication plan e.g early adopters vs. laggards**
* **Fear of people feeling stupid, they are not trained in, don’t know how to do it. Skills gap.**
* **Understanding how they are feeling – very descriptive help text, I offered one to one briefings, have a go and provide a review – tailored**
* **support.**
* **Fear of loss of productivity via the commute.**
* **Support this via no meetings Fridays, guidance on how to make the most of your technology, removing manual tasks.**