



Start with
the Situation

A shiny new system is ready, but nobody's using it. The process is clean, but it doesn't feel natural.



What's Really
Going On

Change was designed in silos. People weren't part of the design or the rollout.



Why This
Matters

When people, process, and tech aren't aligned, transformation fails no matter how "good" the solution is.



Your Guiding
Principles

Technology doesn't transform companies, people do.



The Playbook

- Map desired outcomes first before tools
- Co-design processes with frontline voices
- Match training and support to user needs
- Reinforce behavior change post-launch

Balancing People, Process & Technology



Common
Pitfalls

- Automating broken processes
- Launching tech before aligning roles
- Assuming "go live" equals "we're done"



What Good
Looks Like

- Processes feel intuitive
- Users adopt tools confidently
- Outcomes improve both measurably and sustainably



Quick
Checklist

- Did we involve the people doing the work?
- Are new tools solving real pain points?
- Is training embedded into the workflow?



Closing
Insight

Balance isn't a luxury, it's the foundation. Integration wins every time.