

## Implement with impact Accelerate Transformation with Microsoft Cloud and AI technologies through Adoption and Change Management

### Course Overview

This 3-day workshop equips change leaders, IT strategists, and adoption specialists with the tools and techniques to drive successful rollouts of Microsoft 365, Microsoft Copilot, and Azure workloads. Learn how to combine Microsoft's Service Adoption Framework, Role-Based Guides, and Security Adoption Pathways with the Prosci ADKAR® model to lead organizational transformation. Includes practical strategies for communications, training, resistance management, and reinforcement.



**Level - Intermediate**



**Duration - 6 Hours**

### Course Modules

#### Day 1

##### **Use the Microsoft Service Adoption Framework to drive adoption in your enterprise (120 mins)**

Introduction to Adoption & Change Management

Overview of Microsoft Service Adoption Framework

Microsoft Service Adoption Lifecycle

Microsoft Adoption Framework for Azure and Microsoft Role-Based Adoption resources

#### Day 2

## **Make a difference with Change Management (120 mins)**

Why Change Management?

The Prosci ADKAR® Model

Change Management for Organizational Projects

Use the ADKAR Model With Traditional Change Management Activities

Best Practices in Change Management

## **Day 3**

## **Understand and apply the Change Management discipline effectively and successfully (90 mins)**

Success by Design approach for Dynamics 365 solutions

Drive AI Transformation with Microsoft 365 Copilot Adoption and Change Management

Explore Microsoft Security Adoption Framework, Success Kit and Workload Adoption Pathways

## **Resistance Role Play (30 mins)**

Unblocking Adoption barriers with ADKAR