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Best Practices for Teaching Technology to your Community of Users

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For the Managers:

- Encourage community support for learning – there is not one teacher but many among the group ("each one teach one")
- Develop a community of practice instead of assigning/allowing one person to run it
  http://www.ewenger.com/theory/

  http://net.educause.edu/ir/library/pdf/nli0531.pdf

For the Staff:

- Answer the "so what" question (ie, actually give an answer to "what's so great about it?")
- Answer the "what's in it for me" question (in advance!). Demonstrate usefulness clearly.
  http://www.servicelearning.umn.edu/info/reflection.html

For the Trainers and Advocates:

- Model and provide guided practice before independent practice
- Maintain different goals for experts/early adopters and novices/reluctants

  http://www.randsinrepose.com/archives/2011/01/17/managing_nerds.html

For Further Reading:

- Checklist for Implementing New Technologies (for smaller projects)

  http://www.aasa.org/content.aspx?id=12828

- The Key to Implementing Successful Technology Projects (for bigger projects)

  http://www.deloitte.com/assets/Dcom-SouthAfrica/Local%20Assets/Documents/The%20key%20to%20implementing%20successful%20technology%20projects.pdf

- Kotter's 8-Step Process for Leading Change (for organizational change over time)

  http://www.kotterinternational.com/our-principles/changesteps/changesteps