

## PRODUCT SHEET

# DIGITAL CHAMPIONS

Create a community of self-selecting and engaged employees.

## ALLEVIATE YOUR COMPANY-WIDE CHALLENGES

Our Digital Champions programme is delivered purely online through Teams giving your people access to the **most up-to-date Microsoft learning resources**, in a managed community environment.

We use Microsoft technology to train people on Microsoft technology, **providing growth and knowledgeability from the start**.

With the ability to scale to meet the needs of your organisation, regardless of size, our Champions community is designed to give both beginner and intermediate users more **in-depth knowledge and understanding of M365, and the confidence to share their newly found skills** with their peers.

In doing so, **we create a group of highly informed specialists** on all things M365 who can sustain your organisation's learning well beyond the scope of the deployment project.

Digital Champions are a vital asset. They harness the drive and desire of people who want to **help shape the future of their organisation and support their colleagues** through change. Simply put, they act as ambassadors of change, bridging the gap between IT implementation and your people.

## THE COMMON MISCONCEPTIONS...



I have a day job and this is **too time-consuming**



My Adoption and Change **skills are insufficient**



My leadership team **aren't supportive**



I **can't keep up** with all the change

## WHY JOIN THE PROGRAMME?

### An engaged workforce

Successful and meaningful change has a ripple effect which can be seen as a more engaged workforce. One that is not only utilising the tools available to them, but is advocating them to other colleagues. **An engaged workforce also increases productivity.**

### Improved digital skills

More and more businesses are moving to a digital-first model. To do this, they must upskill their people. The programme **provides the technical expertise your people need to ensure sustainable change** within your organisation.

### Dedicated resource

**70% of digital champion programmes fail.** A major reason for this is the lack of resource and time available to give it the attention it needs. With our fully-managed service, we provide expertise and the dedicated resource to be on-hand whenever you need us. We've got this, so you don't have to.

### Less reliance on IT support

Having a community of Microsoft 365 experts to call on will **alleviate the pressure on your IT support or service desk**. They'll be on hand to provide guidance, advice and support to colleagues across the business freeing your IT team to focus on other tasks.

### Tailored to your organisation's learning needs

We make it our mission to understand your organisation – the goals, the culture and the people. **We tailor the programme to achieve the outcomes and goals of your business** and to suit the learning needs of your people. we're on hand to support.

### Peer-to-peer learning

The champions are themselves end users, so they understand the challenges and needs of their colleagues. Peer-to-peer learning is so powerful. Research has shown that **people prefer to learn from their colleagues, and it certainly helps with scale** as they can do this in a more informal environment rather than having to get everyone together to train.



WHAT YOUR CHAMPIONS WILL DO

The programme has been built up from years of hard work and a lot of in-depth research and experience into why champion programmes fail, what makes them work and how they can be impactful.

Learning is delivered over an 18-month period, taking the champions from beginner to intermediate. **Divided into six campaigns, which cover personal productivity, team productivity and organisational effectiveness**, the champions will learn technical and soft skills, equipping them to learn, lead and inspire.

Champions will not only learn about each Microsoft product, they'll also learn about how each of these work in harmony for **more collaborative ways of working**.

With on-demand resources from Microsoft Learning Pathways, regular webinars, hints and tips and endless support, the champions are set up to succeed.

Check out what's included in the Digital Champions Programme below:



**4 webinars per campaign**  
We deliver 2 product webinars per campaign and 2 soft skill webinars to encourage how colleagues network with each other to **enhance team learning**.



**Engaging Communications**  
**We will create engaging comms** to ensure a high level of participation and attendance including tips, tricks, and roadmap updates.



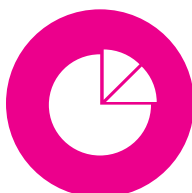
**Community Management**  
We provide a **dedicated community manager** to engage with your digital champions community.



**Find a Champ App**  
The Find a Champ App is enabled for all your colleagues to find a digital champion to **encourage peer-to-peer learning**.



**Updated Content on SharePoint**  
**All content will be reviewed and updated each term** and updated on the internal platform on SharePoint.



**Analytics & Reporting**  
We will provide you with a **detailed success report each term** outlining the impact and attendance.



**Digital Badges and Gamification**  
After attending the webinar, colleagues will take part in a short assessment. If successfully completed, **digital badges will be issued**.



**Q&A BOT**  
Our virtual assistant can be installed in your Microsoft 365 tenancy to **answer any M365 related queries**, directing colleagues to the content on Learning Pathways.

HOW TO GET STARTED...

At Changing Social, we're adoption and change management experts. Let us use our extensive knowledge of M365, combined with our Microsoft Accredited Partner status, to help you get the most of M365 in your organisation.

To learn more about our Digital Champions Programme, contact our Digital Champion Expert, James Mitcham at [james.mitcham@changingsocial.co.uk](mailto:james.mitcham@changingsocial.co.uk)