



Question of the Week

September 17, 2025

Question

We are planning to switch to a new communications software in our office. How can we help employees navigate this change?

ANSWER

Change always has its challenges and risks. Here are some practical tips to make this software rollout as smooth as possible:

- Communicate why you're switching to the new software and what it will improve (e.g., faster turnaround or simpler processes). When employees understand the reasons for a change and the positive effect it will have for them, they're more likely to get on board.
- Recruit employees who are enthusiastic about the change to serve as go-to helpers for coworkers who might have a harder time adjusting to the new software.
- Schedule time for employees to be trained on the new software—both its basic functions and its fun features. Also consider holding hands-on training sessions with small groups to give employees the opportunity to practice and ask questions.
- Share key dates for the rollout and points of contact for employees in the event they have questions or issues.
- Avoid scheduling any other big changes during or close to this rollout. This helps minimize change fatigue.
- Celebrate success by collecting feedback and sharing wins.

This Q&A does not constitute legal advice and does not address state or local law.