



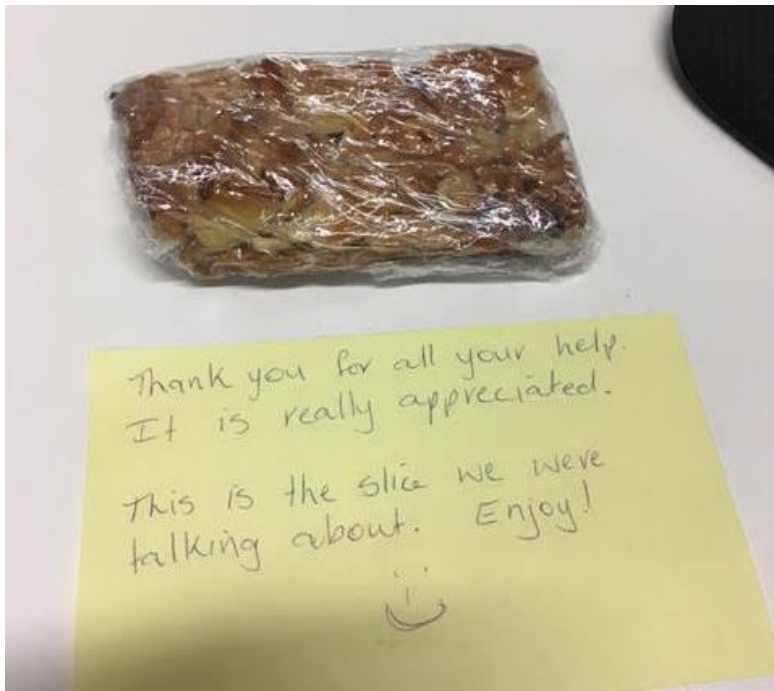
Tips & Techniques for Promotion of Good RM/IM Practices in Your Organisation



INFORMATION
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SIGMA
DATA

 **MICRO**
FOCUS[®]



Presenter was enthusiastic and related information to our work

The presenter was very knowledgeable and conveyed the material covered in a way that could be easily understood by all.

Tab's enthusiasm for the subject was really evident - it was an enjoyable session.

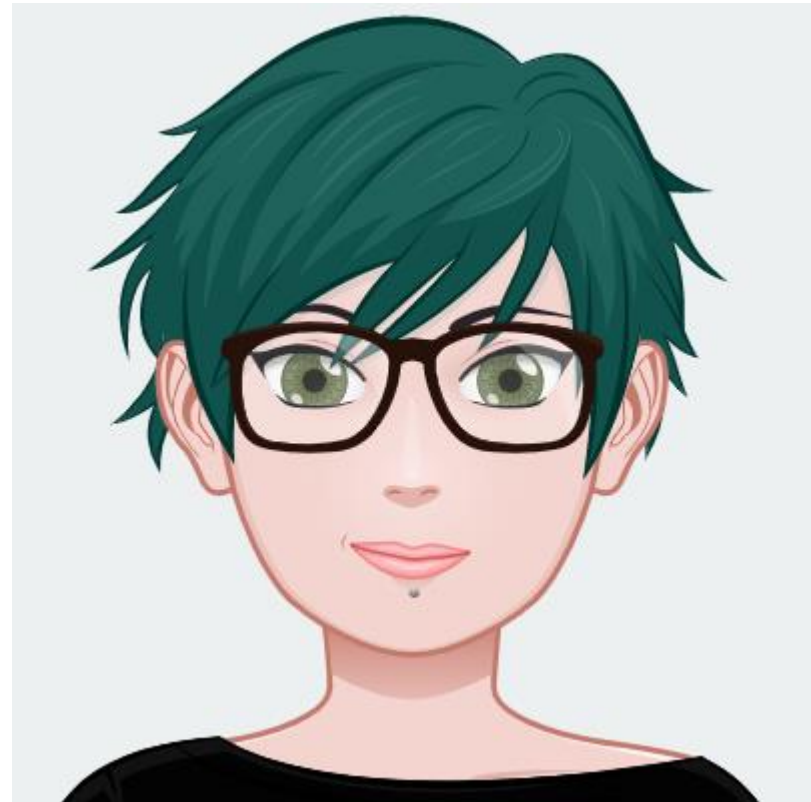
Tab is a trainer super-star!

Tab delivered a customised training session for our team. She was friendly, flexible and very knowledgeable. We especially appreciated her ability to train in the local context. Overall, the session kept the team engaged throughout the whole day and delivered great value for money

Choose

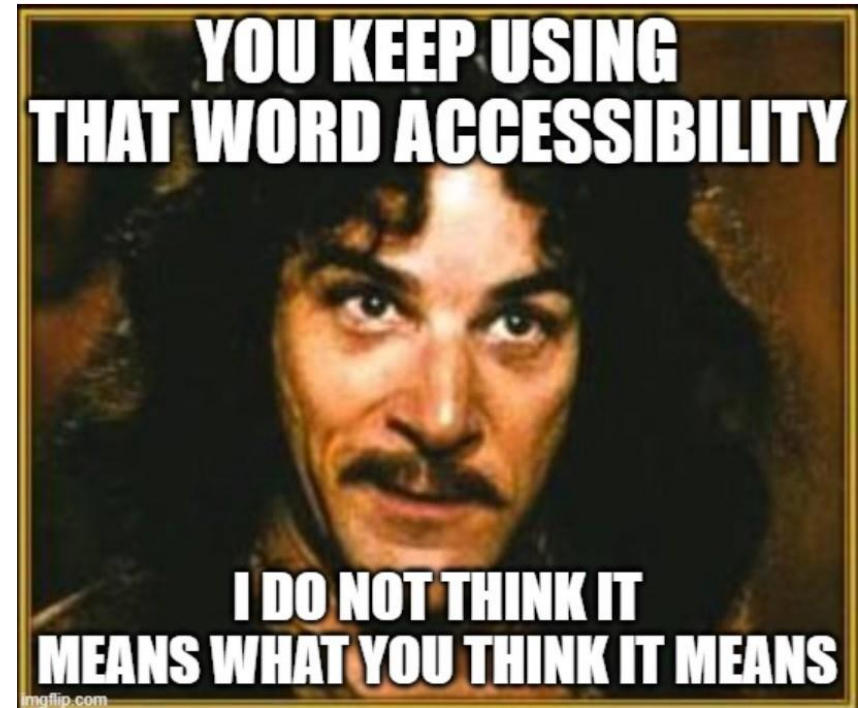
Your

AVATAR



A – (Be) Accessible

- Available to users
- Talk their language
- Regular communication
- Ditch the jargon
- Analogies are your friend



V – (Be) Visual

Bright coloured hair not required!



- Get to know the users, not their recordkeeping
- Walkarounds
- Provide a different mindset
- Capture your stats, and publish them!

A – Adapt to the users

- Poll your audience
- Change the training style
- Find what is working... or not
- Customise systems where possible



T – Training can be fun!



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- Simplify the training
- Self lead upskilling
- Understand their bugbears
- Identify your champions
- Find the fun!

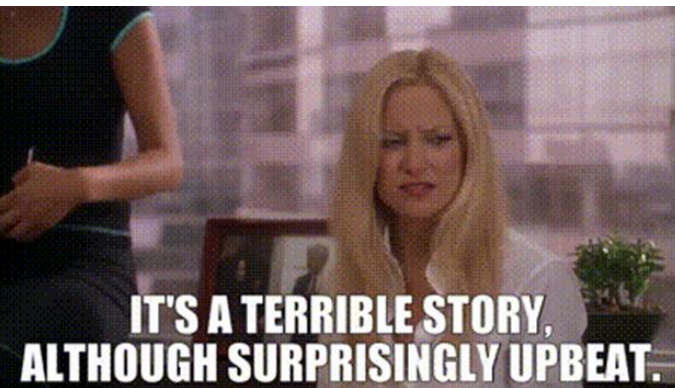


A – (Be) Amusing

- Embrace the meme
- Engage the users
- Make it interesting



R – (Be) Relatable and Relevant



- Carrot vs Stick
- Workplace culture
- Make it relevant to the organisation and to users
- Show that you are not perfect
- Aim for inclusion not perfection

A (Be) Accessible

V (Be) Visual

A Adapt to the users

T Training can be fun!

A (Be) Amusing

R (Be) Relatable and Relevant





Questions?