foundU

Implementation Change Management

A common struggle when updating any system or process is managing the people part of the change. People can tend to resist and want to keep doing the same thing, often regardless of the effectiveness of the current process.

When transitioning onto foundU, you could find some of your team pushes back on the change or need some help before feeling ready for it. To help you manage this within your business, we've put together some advice to ensure the transition is smooth. We want you and your team to start feeling the benefits of the transition as soon as possible.

Why Change?

First, it is important to keep in mind why you are making this change. It could be for a variety of reasons: increased automation in payroll, more self-managed employee onboarding, business cost savings, having a single source of truth, and many more. Communicate this with your team so they understand the reason for the change and how it can benefit them.

Lean Into the Change

This change is exciting! Buy into it. If you are invested in the change, your team will be more likely to engage with the software and see the benefits.

Tell the Team Early

Let everybody know that a change is going to happen early so they can prepare. Nobody likes surprises at work! If you let everybody know earlier, then they have time to get ready for the change, prepare themselves, and ask questions. Even better, some might put their hand up to help!

Be Clear & Consistent in Communication

Identify what the changes are so you can clearly explain what they are and when they will happen to the team. Set a defined date of when you need the team to be engaging with foundU, the updated processes, and how their role will evolve.

Listen to Your Team

Hearing feedback from your team helps make them feel more involved in the process and more likely to engage. If somebody is struggling to learn the new parts of their role, then spend a couple of minutes working with them to build their understanding. You can also pass on the feedback to the foundU team. We may be able to assist with additional training or adjust the platform set up to resolve difficulties.

After the Change

Congratulations! You've finished your foundU implementation and you are "Live" in the system, but the change is still a work in progress for your team. It is important to continue supporting your team even after the go live date, as they will still be developing their foundU skills and coming across new situations.

Examples of change management practices:

- Arrange team meetings to discuss foundU

- Send group emails/text messages explaining the transition to foundU

- Communicate early, often, and clear – you can even do this through the foundU platform!

- Run focus groups to collect feedback

- Run group training sessions with the team – our incredible training team is here to help

- Have one-on-one time with specific team members

- Appoint champions to help facilitate the change

As always, the foundU team is always here to assist in any tips and tricks to help ensure you and your team are experiencing the benefits of foundU promptly. Just let us know if you need support!

Team Communications

Below are a few examples to assist with explaining the transition to different team members.

Employees

We are transitioning to foundU to help have an all-in-one platform for employee records, rostering, time tracking, and payroll. This will help you out, so you only have one place you need to log in to for work, as well as being able to keep your information up to date without needing to go through any other members of the team.

Rostering/Approval Managers

We are transitioning to foundU so we have an all-in-one platform for employee onboarding, HR, rostering, time and attendance, and payroll. This change helps us have more consistent record keeping, meaning we don't need to have employee information across multiple systems. The automation's built into the system will also help us have more accurate payroll and compliance. You will have better visibility of what and when staff are working, making approvals easier and payroll more accurate. This will in turn keep the team happy.

HR/Payroll

We are transitioning to foundU with the intention of streamlining our onboarding, rostering, time and attendance, and payroll processes. By having an all-in-one system, we don't have to jump between different platforms for each of these elements.

In foundU, new employees will onboard themselves, which helps ensure that the information they are providing is accurate and doesn't need to be double handled. Same idea with our payroll processing. foundU lets us set pay rules and automates award interpretation based off shifts worked. This will mean running payroll will be quicker. There will be no double handling of employee times across multiple systems, all you need to do is run your standard checks and off we go.

Executives

We are transitioning to foundU for various reasons. By transitioning we will eliminate the need for discrete systems to handle employee onboarding, rostering, time and attendance, and payroll. This means we will also have more consistent and accurate data across the full employee lifecycle, as well as associated cost savings of reducing the number of software systems we are using. The change will save our HR and Payroll teams time, so they can spend their time on other tasks rather than just managing to get through employee onboarding and processing payroll every week. This will benefit the business with optimised workflows and processes.