

MANAGING CONTINUOUS IMPROVEMENT



Six ways to establish a consistent continuous improvement program after your workforce software implementation.

A successful implementation is just the beginning. Without ongoing training and optimization, organizations can fail to deliver value over time. The most successful teams continuously refine workforce strategies to keep pace with changing business needs.

Use these six actions to help keep your workforce transformation moving forward.

- 1 Build a culture of adoption**
Lead from the top. Visible executive support sets the tone for success and adoption by reinforcing change, while transparent feedback channels help employees feel heard, build trust and encourage adoption.
- 2 Strengthen training and engagement**
Drive adoption with role-based training and hands-on pilots. By accommodating different learning styles and providing real-time guidance, organizations can improve readiness, increase engagement and build confidence beyond go-live.
- 3 Gather user feedback**
Early and often feedback boosts adoption. Establish structured feedback loops across all levels of the organization, use workforce analytics to track adoption, identify gaps and guide refinements through regular assessments.
- 4 Plan for short-term wins**
Large-scale transformations can lose momentum over time due to change-fatigue or loss of focus. Recognize milestones and early successes to keep teams engaged and focused on progress.
- 5 Use iterative rollouts to refine over time**
Without flexibility, challenges can become more difficult and costly to resolve over time. Every rollout should be smarter than the last by using lessons learned, adopting data and regional insights to improve future phases.
- 6 Learn from industry leaders**
Don't waste time by making mistakes others have already solved. Accelerate results by applying lessons learned from organizations that have successfully navigated workforce transformation and adoption challenges.

→ Why it matters

Organizations that prioritize continuous improvement are better positioned to increase efficiency, strengthen compliance and maximize the value of their workforce technology investments.

"Plan for support post-rollout. Train people on the admin level, create your internal support processes and select champions and owners. Build your team to support the product you have invested in."

— Joel Werndorfer,
HCM Industry Analyst,
Advisor and Influencer



Read the full [workforce management rollout playbook](#) to get more valuable tips for success at every stage of your implementation journey.