

FOSTERING ACCEPTANCE OF NEW TECHNOLOGIES IN TRIBES

How to Convince Your Council, Employees, and HR Team

As tribal HR teams attempt to move towards modernization, convincing others of the benefits can feel like an uphill battle. The growing pains that come with introducing technology can cause tribes to stay stagnant, despite the urgent need to evolve. To help, here are some tips to support the adoption of new technologies.

Convincing COUNCIL

Explain the pain points the technology will solve

Before proposing a new technology to your Council, make sure you understand how the product will solve problems your team has been facing. Whether it is an extended time-to-hire, ineffective recruitment advertising, or onboarding new employees, provide explanations for how this technology will help.

I went to our budget hearings with the strategy, the why, and a show of commitment. I explained how NEOGOV was going to get us all of the things that Council has been asking us to do.

ANDREW ESPOSITO, HR DIRECTOR, PASCUA YAQUI TRIBE

Use statistics to back up your need for the technology

Support your excitement of the new technology with facts and statistics to convince Council members of the long-term benefits, such as time and cost savings. Although not a tribe, San Luis Obispo County has seen a time saving of 2010 hours in the first 6-months of using NEOGOV's eForms, the equivalent of $50,000 in savings. Using statistics from organizations who have overcome similar challenges could convince the Council to approve the purchase.

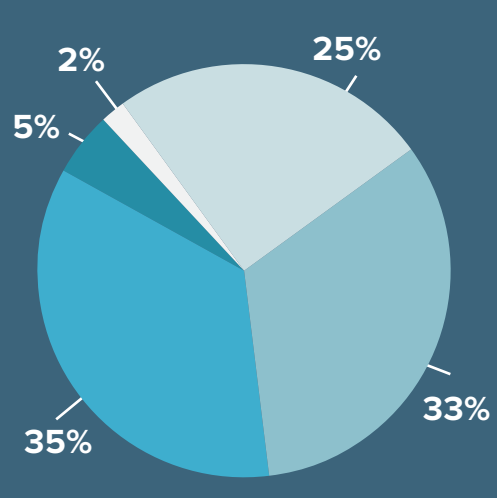
Convincing EMPLOYEES OF DIFFERENT GENERATIONS

2019 made history when it became the first year to see five generations in the workforce. Although this will soon shift — in fact, Millennials will make up 75% of the workforce by 2025 (Purdue University Global) — being conscious and respectful of each generation's comfort with technology is important when finding a technology that will fit the needs of your tribe. Find a solution that is easy to use and includes a customer support team that's available by phone during business hours, since older generations prefer using traditional means of communication.

- Traditionalists (1925 - 1945)
- Baby Boomers (1946 - 1964)
- Gen X (1965 - 1980)
- Millennials (1981 - 2000)
- Gen Z (2001 - 2020)

Find a solution that won't overwhelm less technologically savvy generations

Breakdown of Today's Workforce



Get buy-in from older generations

Baby Boomers are often seen as behind the times as the world moves forward with new technologies, but they are "not a digitally clueless bunch" (eMarketer). Younger generations in the workforce have simply had more experience and grew up surrounded by changing technologies.

60% of Baby Boomers send text messages, while 66% of them use their phone to take photographs. **WORKFORCE50**

Identify a Baby Boomer to be a champion in your organization. Include the champion early on in the process, explain your reasoning for the technology, and make sure they know your plan for training them.

Convincing YOUR HR TEAM

Train product representatives

Assure your HR team that they will not be singlehandedly responsible for training employees in other departments or end up being the default help desk for support issues. Create a plan to train a representative from each department. Once they have mastered the technology, use them as a resource to teach other employees in their department and let them be the point person who all information is disseminated to.

Ensure team members know they are not going to be made obsolete

Understandably, your team could be hesitant to support the implementation of technology that would automate the work they have been doing. Technologies will enhance their work experience by automating the paper pushing and allowing them to focus on more value-added projects.

*Our team is spending at least **60 to 70% less time dealing with manual processes** because of NEOGOV.*

ANDREW ESPOSITO, HR DIRECTOR, PASCUA YAQUI TRIBE

NEOGOV

Designed exclusively for public sector organizations, NEOGOV's suite of three integrated modules – Recruit, Develop, and Manage – support the unique needs of public sector HR teams and automate the entire employee lifecycle, while maintaining the highest standards of compliance. Learn more at **www.neogov.com**.