Lessons Learned:

- Document along the way!
  Use Jing to capture quick tutorial videos to share with staff – much easier and faster than screenshots.
- Bring snacks to meetings.
- Be consistent with meeting times/locations.
- Provide weekly meeting notes and updated timelines to core implementation team. And frequent update to soon-to-be users on progress.
- Train staff on modules incrementally (rather than a big all-in-one launch). This was really helpful for not only our staff to not feel totally overwhelmed but it also helped us, the core implementation team, with helping to address their specific needs so they felt empowered and then we moved on to building out the next module. Invaluable!
- Celebrate some milestones, no matter how big or small. We brought in coffee and donuts, went out for cupcakes, had happy hour, etc.
- Ensure the right personalities and skill sets on the core implementation team. We were very fortunate as the three of us each brought something different to the table that complimented the overall efforts and energy. Couldn’t have been better.