Mapping employee needs for new technology

When you're figuring out what digital tools or support your business needs, it's essential to spend time talking to the people who know the workings of your business inside out – your employees.

Speak to employees about areas for improvement

Involve employees at an early stage to get suggestions on problems that could be solved or opportunities for improvement. Find out:

- [ ] What processes employees spend the most time on
- [ ] Recurring challenges they come across
- [ ] Specific tasks that could be completed faster or to a higher standard

Get to the root cause of any problems

Don't rush into a tech solution once you've identified a challenge. It's important to fully understand the problem first.

- [ ] Get different perspectives from staff and managers to build up a balanced view of the situation
- [ ] Work backwards to the root cause of a problem before you take action
- [ ] Accept that technology won't solve every problem – for example, the problem might lie with a lack of accountability or inadequate training
- [ ] Speak to business leaders in your network or a mentor to get advice on the right solution or support

Create a list of employee needs for new technology

Dig into what your employees want from new technology. A workshop format works well to encourage open discussion, but make sure a representative from each team has their say. Think about:

- [ ] How new technology would impact each individual's role
- [ ] What should be avoided when choosing new technology
- [ ] What training or support employees would need
- [ ] How long it would take for employees to transition to new technology
- [ ] What additional support users or customers need
- [ ] How new tools would affect other teams in the business
- [ ] Whether new technology will need to be integrated with existing tools

Once you have a clear idea of employees' needs and what the right support for your business might look like, you can move forward and start researching your options.