Is it a Project Challenge or an Adoption Challenge?

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A **project challenge** involves the solution to be designed, developed and delivered to solve a problem or address an opportunity. An **adoption challenge** involves the people side of the change and describes the benefits of supporting the individuals impacted by the solution.

For more insights, watch this short video, then complete the worksheet to test your understanding.

For each of the examples below, which is the Adoption Challenge?

	Challenge A	Challenge B	Adoption Challenge
1	Enable a parent company and its subsidiaries to function as a unified team	Implement an enterprise resource planning (ERP) system with standard business processes and data	A / B
2	Reorganize a line-of-business model into a geographic, site-based model	Enable local-level authority and decision making to be attuned to unique community needs	A / B
3	Enable employees to recycle their glass, plastic and metal containers, as well as paper products and compostable materials	Install multi-stream recycling bins in office breakrooms	A / B
4	Improve two-way communication in hospitals between patients, families and care providers	Hang white boards at patient bedsides in hospital rooms	A / B

5	Implement a cloud-based solution for performance management	Support proactive and continuous feedback, coaching, and recognition between people managers and their team members	A
			B
6	Contribute to a positive onboarding experience and enable employees to be productive quickly when they move to new roles	Streamline the process for equipping employees with the basic tools and software they need to perform their job duties when they move to new positions in the organization	A
			B
7	Transition from providing paper-based briefing binders for government officials to providing electronic briefing binders	Improve client satisfaction by reducing the time and cost for producing briefing binders, while also reducing the associated environmental impacts	A
			B
8	Ensure that the company can quickly respond to requests to supply caregivers who provide safe, stable care for children, youth and adults	Reduce the time required to screen and thoroughly assess the qualifications of applicants for caregiver position	A
			B
9	Implement a new library management system to replace an existing system with outdated technology that is no longer supported by the supplier	Improve access to library resources and the speed of fulfilling requests for faculty, staff and students	A
			B
10	Introduce an electronic medical records (EMR) system to manage treatment scheduling, medication ordering, and care documentation for cancer patients	Improve the safety, quality and timeliness of care provided for cancer patients	A
			B

Answer Key: 1. A, 2. B, 3. A, 4. A, 5. B, 6. A, 7. B, 8. A, 9. B, 10. B

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