



Colorado
Secretary of State



RLA Implementation Training and Change Management

Election Audit Summit
December 7-8, 2018



Relationships and communication

- Trust and frequent, clear communication are key
- Be responsive
- Layer communication
 - Emails, newsletter, conference calls
 - Documentation and guides
 - One-on-one training
- Allows implementation of significant changes



Layered training

- General concepts and terms
- The theory and reasoning behind the change
- Technical steps
- Process change
- Hands-on practice



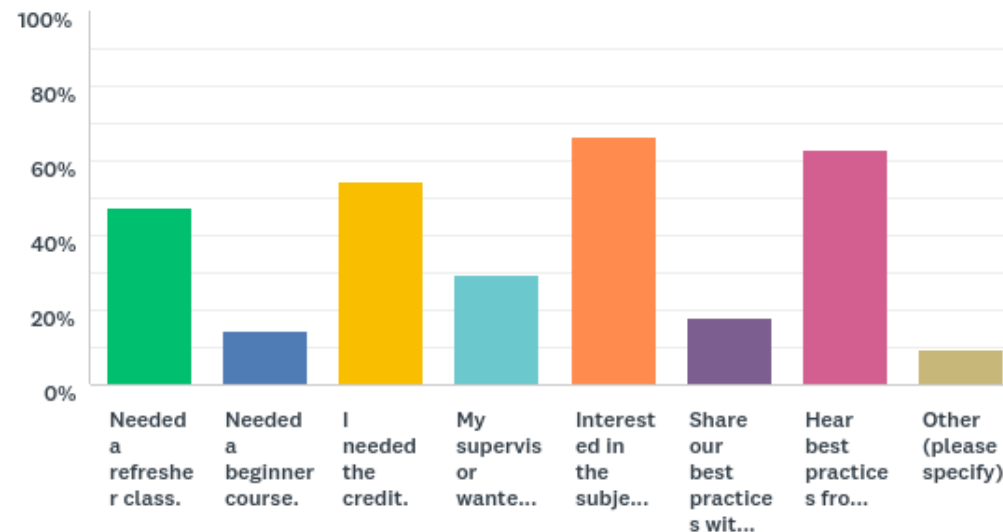
Debrief and improve

- Solicit and implement feedback on training and technology
- Review processes and discuss opportunities for improvements
- Continue conducting refresher training and hands-on practice



Post-training survey

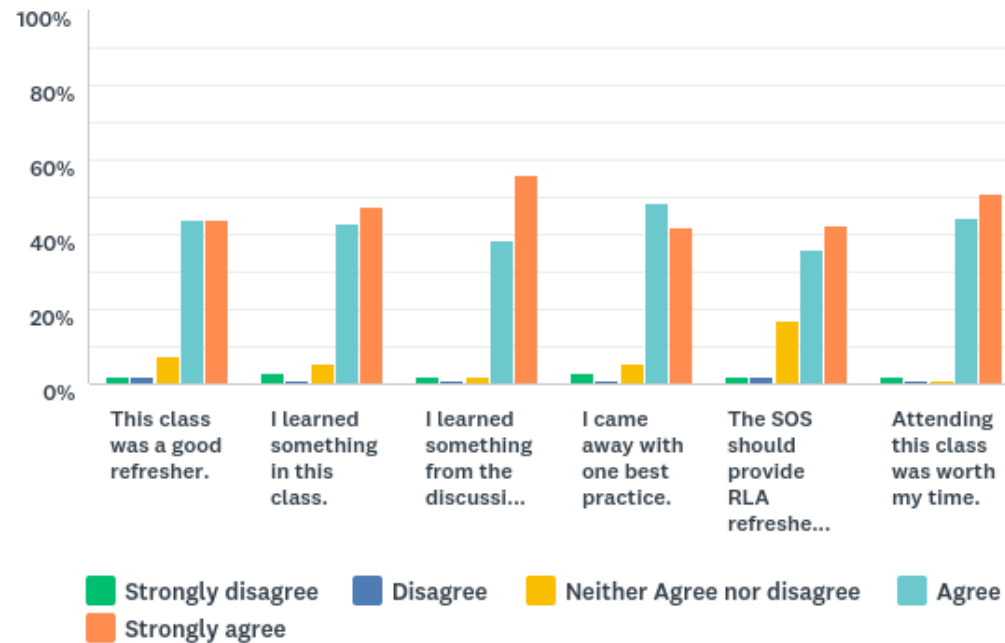
Q3 Why did you attend the RLA training this year? Check all that apply.





Post-training survey

Q4 Please rate the following:





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Questions?