



Consulting and Training | Reach New Heights

Course Name

Designing Human-Centered Digital Change

Sector Name

Digital Transformation and Innovation

Document Type

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Designing Human-Centered Digital Change

Course Introduction

Digital transformation can be technically successful and still fails to change how people work. New platforms, automated workflows, and digital services often struggle when employees or users find them difficult, disruptive, unclear, or disconnected from their real needs.

Adoption should therefore not be treated as a communication activity that begins after implementation; it needs to be considered while the change itself is being designed.

BOOST Consulting & Training presents **Designing Human-Centered Digital Change** as a practical program focused on designing transformation around the people who will use, experience, and sustain it.

Participants will learn how to understand the human impact of digital change, identify adoption barriers, involve users in the design process, shape digital experiences, prepare people for new ways of working, and use real adoption evidence to continuously strengthen transformation outcomes.

Designing Human-Centered Digital Change

Target Audience

This program is designed for Digital Transformation Professionals, Change Managers, Innovation Teams, and Business Managers responsible for digital adoption and organizational change.

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Designing Human-Centered Digital Change

Learning Objectives

- ✓ Assess how digital change affects different employee and user groups.
- ✓ Identify behavioral, capability, experience, and trust barriers to digital adoption.
- ✓ Incorporate user needs and perspectives into digital change design.
- ✓ Design adoption approaches around real user journeys and workplace behaviors.
- ✓ Prepare employees for changes in roles, skills, decisions, and ways of working.
- ✓ Measure actual adoption rather than relying only on implementation milestones.
- ✓ Improve digital change using user feedback and behavioral evidence.

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Designing Human-Centered Digital Change

Course Outline

✓ DAY 01

Understanding the Human Side of Digital Change

Seeing Change Through the User's Experience

- ✓ Identifying how digital transformation changes tasks, decisions, interactions, and routines
- ✓ Exploring differences between organizational intent and individual experience
- ✓ Recognizing where digital change creates uncertainty, effort, or perceived loss

Mapping Who Is Affected and How

- ✓ Identifying employee and user groups affected directly and indirectly
- ✓ Assessing differences in impact, readiness, influence, and support needs
- ✓ Building a Digital Change Impact Map

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Course Outline

✓ DAY 02

Diagnosing Adoption Barriers

Understanding Why People Do Not Adopt

- ✓ Distinguishing resistance from confusion, capability gaps, poor usability, and weak perceived value
- ✓ Identifying behavioral and practical barriers within everyday work
- ✓ Recognizing trust and confidence issues surrounding new digital solutions

Discovering What Users Need

- ✓ Gathering user perspectives through observation, conversations, and feedback
- ✓ Identifying needs at different stages of the adoption journey
- ✓ Prioritizing barriers according to their impact on successful use

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Designing Human-Centered Digital Change

Course Outline

✓ DAY 03

Designing Change Around Real Users

Building Adoption into the Digital Experience

- ✓ Integrating user needs into workflow, interface, support, and implementation decisions
- ✓ Reducing unnecessary effort during transition to new ways of working
- ✓ Creating clear moments of value that encourage continued use

Co-Designing the Change

- ✓ Involving users in testing and improving digital ways of working
- ✓ Using prototypes and scenarios to surface adoption problems early
- ✓ Developing a Human-Centered Digital Change Blueprint

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Designing Human-Centered Digital Change

Course Outline

✓ DAY 04

Enabling New Digital Behaviors

Preparing People for New Ways of Working

- ✓ Identifying changes in skills, responsibilities, decisions, and collaboration
- ✓ Matching learning and support interventions to real workplace needs
- ✓ Building confidence through practice rather than information alone

Creating the Conditions for Adoption

- ✓ Engaging managers and local influencers in reinforcing new behaviors
- ✓ Designing communication around relevance, clarity, and practical value
- ✓ Providing targeted support during critical adoption moments

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Course Outline

✓ DAY 05

Turning Adoption into Sustainable Change

Measuring Real Adoption

- ✓ Distinguishing deployment, access, usage, proficiency, and sustained adoption
- ✓ Combining behavioral evidence with user feedback and performance indicators
- ✓ Identifying early warning signs of superficial or declining adoption

Digital Adoption Challenge

- ✓ Diagnosing adoption problems within a realistic transformation scenario
- ✓ Redesigning the change approach as user behavior and feedback evolve
- ✓ Developing a Digital Adoption Action Plan for workplace implementation

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Dec. 21, 2026	Dec. 25, 2026	5 days	4250.00 \$	UAE , Abu Dhabi

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