

Flexible and Effective Support with TechCoaches

TechCoaches support organizations with technology-based projects and day-to-day business. With a high level of user adoption, good knowledge of new technologies and positive energy TechCoaches will be a great and flexible help for teams and departments. With the help of TechCoaches, organizations can deal with the extra workload and take the necessary steps to achieve successful user adoption of technologies, processes and procedures.

Who are the TechCoaches?

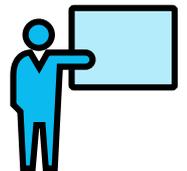
TechCoach are technical Bachelor or Master students who have been selected by Consultday based on 5 important skills. These skills are: Didactic Skills, Flexibility, People-Orientation, Energy and Cooperation. Consultday is constantly updating a toolbox to help TechCoaches make an impact and bring lessons-learned to other organizations. TechCoaches gain experience by training, testing and daily practice. They develop themselves through self-assessments.

Testing



TechCoaches are the perfect testers of systems and processes. They combine a steep learning curve with an open mindset without being biased. They truly look through the eyes of the user and help to create the perfect user experience. TechCoaches are also a great help to test and redesign processes and to give them a second chance for success.

Explaining



For users, work is rapidly getting more complex. TechCoaches help organizations with FAQs and handbooks, developing training material (e.g. by using a chatbot) and they help create instructional videos.

Daily Business



TechCoaches can help organizations with daily operations by answering questions, helping with the production, processing data files, or helping managers with monthly analyses and reports. **The working hours are flexible and based on the needs of the organization.**

What TechCoaches Do



Coaching

End-user adoption is an important indicator of the successful use of technology. **End-users the right attention needed due to a combination of face-to-face, telephone and/or online contact.** By taking into account the different learning styles of end-users, even the hardest target groups get enough space and attention to ask their questions and gain trust in the system and building self-confidence.

Feedback



Feedback is an important source for improving internal services. TechCoaches can retrieve the right information from the organization and have no personal interest in the results. With the right tools from our Toolbox, TechCoaches write clear analyses and help find sustainable solutions.



Go Live and Aftercare

During the Go-Live and Aftercare period, workload increases while more time is needed for preparations and training, helping colleagues and fixing issues. **TechCoaches can help with the workload and answering questions and in the meantime find smart solutions and quick wins to overcome repeating issues.**

What are the **Benefits?**

Higher Satisfaction of End-Users

TechCoaches help to create better solutions, higher satisfaction of end-users and higher adoption of (new) technologies and processes.

Cost Reduction

Due to higher end-user adoption, improved solutions, and higher productivity, TechCoaches reduce time and costs for your organization.

New Insights and Positive Energy

TechCoaches make a difference with new insights and they bring positive energy into teams.

The Task-Knowledge fit

For some tasks, TechCoaches are the perfect match and the alternative for overqualified employees and consultants.

Meet New Talent

Meet talented technical students before the start of their careers.

Flexible Deployment

TechCoaches give organizations more flexibility with flexible working hours and job tasks

How does it **work?**

TechCoaches are always the responsibility of the hiring organization. For every project, Consultday selects one TechCoach who is the coordinator of the project. We work according to the train-the-trainer principle i.e. the first TechCoach is responsible for other TechCoaches when more support is needed on the project.

Are you interested?

User adoption is one of the key elements in the success of business changes. That is why Consultday created TechCoaches next to Project Management and Business Consulting expertise within the area of HR and IT.

For more information, contact us at info@consultday & 06 - 839 282 71