



Process Adoption Quick Guide

Step Two - Friction Check

Once a week, take 30 seconds & ask yourself:

- Where did someone bypass the system?
- What slowed someone down?

Then send this:

Slack/Teams message

- If you worked around the system this week, what got in your way?
- If something's slowing you down, flag it. We'll fix it.

What you're doing: Catching issues before they spread.

Step Four - Stop Drift Early

Watch for:

- People printing documents
- Side spreadsheets or trackers
- "This takes longer" comments

If you see it, send this:

"If something isn't working in the system, tell me. We'll adjust it so it's easier than doing it manually."

What you're doing: Making the system the default and helping your team build new habits.

Step One - Set Expectations

Say this early and repeat as needed:

"This is how we submit and track documents now. If something feels harder, flag it—we'll fix it."

Key idea: If people can work around it, they will. Removing ambiguity makes it the default.

Step Three - Communicate Issues

When someone resists, ask:

"What part of this is getting in your way?"

- **If it's valid** → share it with us
- **If it's a habit** → restate expectation

Send your DX Advocate 3 bullets:

- What's happening
- Where it breaks
- What the team or person expected

What you're doing: Turning complaints into fixes. Now your team is collaborating and fine-tuning a system.

Expect fast adjustments from us based on your team's feedback.

