

5 Tips for Helping Your Team Adopt Let's Talk



Our team at K12 Insight knows that superior customer experiences are not about one person or one department. That's why we're committed to helping you and your team get the most out of Let's Talk.

Here are our five top tips for introducing Let's Talk to your team members and turning them into engaged users.

1

Enroll your team members in Let's Talk training.

The best way to help any team adopt a new platform is through training. Every month, K12 Insight hosts a training for new and advanced users filled with information about how Let's Talk works, tips, and tricks. Any user can sign up for training at any time and find helpful learning resources through the question mark in their Let's Talk account.

2

Create time-saving workflows.

We know your team is busy — that's why Let's Talk makes it easy to set up workflows that save time. Whether creating reminders to review Past Due Dialogues or setting up some of your Dialogues to auto-close, your Client Success Manager can help you launch workflows that give your team back more hours in your day.

Did you know Let's Talk users have saved more than **3,400 hours** thanks to workflows?

3

Introduce Let's Talk to departments across your district.

Many districts begin by introducing Let's Talk at the district level and later expanding to the campus level — but departments like human resources and transportation also benefit from dedicated Let's Talk topics! Start by reviewing your top topics in your Dashboard. Could any of these expand to a department implementation?

4

Make Let's Talk part of your team's daily routine.

Learning a new platform and making it part of a routine takes time and dedication. Encourage your team members to check Let's Talk at least once a day, or periodically during the day. You can also incorporate Let's Talk data into department, cabinet, or board meetings to ensure decisions are aligned with your customer service data.


5

Celebrate your team's successes.


Your team works hard to deliver superior customer experiences. Set up a topic in Let's Talk for team members to recognize their colleagues who go above and beyond to serve their school community.




Our Client Success team is here to support you every step of the way as you implement Let's Talk and ensure your district is leveraging its time-saving tools. Reach out to your Client Success Manager today to learn how you can implement these tips in your district.

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