



# EMERGENCY REPORTING™

*Web-Based Fire & EMS Reporting and Records Management*

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## Getting Buy-In For New Technology

A White Paper by Emergency Reporting



Change is hard. Adopting new technologies poses a lot of challenges, especially for fire departments whose time and resources are often already spread thin. The good news is that fear of change can be overcome, and more and more fire departments are using innovations in technology to do their jobs more accurately and efficiently. Although initially there may be some resistance to adopting new technology, there are several ways to manage the change and get buy-in from your team.

### **Step #1: Define Your Goals**

Before making an organizational change it is important to identify the problems that exist and how they affect the team. Outlining areas of weakness within the organization and the types of changes you would like to see helps to build the case for new technology adoption. Thorough research on the available options and how each option meets or falls short of the organization's needs will help to solidify a final choice.

### **Step #2: Communicate Your Goals**

Rather than announcing a change, organizational leaders will do better to facilitate an open dialogue with team members in which needs and goals are outlined and discussed. Present your research to the team, this creates an environment of involvement and choice in the selection of a new technology.





### Step #3: Overcome Resistance

Resistance to change is normal. Before making a final selection, it may be necessary to overcome some common misconceptions about technology; that it is too costly, difficult to learn, or unnecessary. If you have been thorough in your research and goal identification, these concerns may be addressed in your initial team discussion. Although adopting new technologies often requires a learning curve, the end-goal is to save time and make organizational processes more efficient; this can only happen if the entire team commits to implementation.

### Step #4: Plan Effective Training

Once a selection has been made, organizational leaders should begin preparing the team for implementation. This requires abandonment of old processes as well as extensive training and education on new systems. One-on-one guidance may be needed for team-members struggling with adoption. Designating different people within the department to lead team trainings may help to make implementation an easier and more personal process.

### Step #5: Monitor the Change and Make Corrections

Once a new technology is being actively used, it is important to review the initial goals of the change to make sure your organization is achieving the desired outcomes. If not, examine the possible causes for a change failure -- could the team use more education? Are old systems still being relied upon? Is the new technology being used to its full potential? Make the needed adjustments and continue monitoring and improving systems and processes until you reach your goals.





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### About Emergency Reporting

Emergency Reporting is a web-based provider of fire & EMS reporting and records management software that supports more than 75,000 users world-wide including many Department of Defense agencies.

The Emergency Reporting system is powerful and easy to use. This affordable system is web-based so your data is always mobile -- login online via a secure connection from any device. Emergency Reporting provides automatic database backup, seamless system updates and world-class support. Allowing unlimited concurrent users means that our customers never have to worry about seat licenses or other hidden fees.

Emergency Reporting was founded in 2003 and is headquartered in Bellingham, WA.