

HEIDI NYLAND

KEYNOTES & WORKSHOP FACILITATION

Helping IT Drive Meaningful Change: Leading with the “Why”



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➤ ABSTRACT

We’ve all seen it: AI and other expensive tech rolled out with big promises and then quietly ignored after a few months. Everyone’s wondering where the ROI went. That gap between powerful technology and real human adoption is where my work lives.

I help organizations manage this change with people at the center. Without training, communication, and culture, even the most advanced AI and technology are just very expensive desk décor.

Preparing the workforce for AI-enabled change is not a secondary task, it’s the cornerstone of digital transformation.

➤ LEARNING OBJECTIVES

- **Articulate a compelling “why”** behind IT-driven initiatives to strengthen organizational readiness.
- **Identify and address** the top 5 ROI killers and sources of resistance to AI and other technology.
- **Apply a change leadership framework** that guides teams through transition, accelerates adoption and drives measurable, long-term business results.

➤ TESTIMONIAL

“Heidi brings IT and the rest of the workforce together like few people can. With decades of experience and plenty of ‘you-can’t-make-this-up’ stories, she turns change into something people actually want to lean into.

Pam Shearon - IT Executive Leadership Coach