

From Idea to Impact:

Why Good Technology Decisions Are Hard (and How Strong Teams Navigate Them)



Reflection:

“ If technology decisions were easy, every technology trial would succeed, every implementation would last, and every team would agree on the best path forward. We know that’s not how real life works. ”

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SHIFT

*Better decisions.
Better outcomes.
Better lives.*

FOCUS ON

Person-Centered Practices

At the heart of a Technology First approach. ♥



The purpose of enabling technology support is **decreased dependence** on others, increased **autonomy**, and helping people live **the lives of their choosing**.



Staff mindset is on being a “**supporter**”, not a “**caretaker**”.



Every person is a potential candidate for enabling technology support.



Self-determination requires opportunities for **acceptable risk**.



Reflection:

How does your organization encourage the concept of “**Dignity of Risk**” ?

Technology should expand what's possible—so people can live life on their own terms.



MORE CHOICE



MORE AUTONOMY



MORE INDEPENDENCE



MORE MEANINGFUL LIFE

*Supporter,
not Caretaker.*



Address Myths & Misconceptions

with the Circle of Support

✘ MYTH



It's mainly about cost savings.



Technology is only for certain people.



Technology reduces jobs or replaces people.



Perceptions are fixed and don't change.

✔ TRUTH

Cost savings and staffing efficiencies are "happy by-products" – **not the primary reason.**

Every person is a potential candidate – regardless of diagnosis, age, or support needs.

Technology **enhances** human support. There are some supports only people can or should provide.

Education, experience and exposure shape each person's perception.



Reflection:



What belief or assumption about enabling technology do you encounter most often within your organization?

*Myths can limit potential.
Truth creates possibilities.*



ENGAGE IN Meaningful Discovery

Real conversations. Real connections. Real understanding.



Discovery is not a one-time event. It happens naturally over time through conversations, connections, and shared experiences.



Goals driven by others rarely create meaningful engagement. We need to make sure goals are the person's.



Technology should always be considered in service of a person's goals, not as the goal itself.



Reflection:

“ Don't ask if the person is interested in technology—that is entirely the wrong question. Instead, find out what the person's **vision for their life** is and then ask whether technology can support the person in getting there. ”

Start with *their vision.*
Explore the possibilities.
Discover what's possible together.



How can technology help me get there?

ASSESS THE TEAM'S READINESS FOR Technology Adoption

Great decisions start with a ready team.



Each team member brings valuable perspective to the table.



Each team member wants the best for the person they are supporting.



Listen to understand not to respond.



Look for opportunities to grow people's knowledge.



Anyone can sabotage the effort (intentionally or unintentionally).



Reflection:

“ Which is better:
a poor decision made in *isolation*
or a stronger decision made *collaboratively*? ”

Different perspectives. Shared purpose. ♥



Stronger Together ★

DEFINE Success



Clarity today. Better decisions tomorrow.



If a goal is written in **SMART** format, the definition of success and the measures used to evaluate progress should be clear and easily understood by the entire team.



One of the most common mistakes teams make is **selecting technology** before defining what success looks like. Without a clear destination, it is impossible to determine whether the technology is helping.



Success should be defined in terms of the **person's desired outcomes**, not the technology itself. Technology is the tool; the outcome is what matters.



Different technologies may support the same outcome, but teams cannot make informed decisions until they agree on what they are trying to achieve.



Reflection:

“ If success has not been defined, how can you possibly recognize progress or failure? ”



ENGAGE Professionals



Expertise today. Better outcomes tomorrow.

Great outcomes happen when expertise comes together.

KEY MESSAGES



Good decisions require competencies, not just good intentions.



Different team members need different expertise.



Specialized training is needed.



Reflection:
“ What expertise is currently missing most often when technology decisions are made within your organization? ”



Assess
Understand needs and opportunities

Research
Explore options and evidence

Match
Find the right technology fit

Plan
Create a plan for success

Implement
Put the plan into action

Troubleshoot
Monitor, solve challenges and improve



THE RIGHT EXPERTISE.

THE RIGHT DECISIONS.

BETTER OUTCOMES FOR THE PEOPLE WE SUPPORT.



PREPARE FOR Implementation



Plan together. Prepare together. Succeed together.



A great technology recommendation can still fail without buy-in, training, and support.



KEY MESSAGES



People supported should provide informed consent prior to implementation

and understand how the technology will be used to support their goals and desired outcomes.



The circle of support needs to be in agreement

with the technology supports and be committed to supporting successful implementation.



The supporters must be trained

not only on how the technology works, but also on why it is being used and the outcomes it is intended to support.



Technology implementation is never a one-person job.

Successful implementation requires coordination, communication, and accountability across the entire support team.



Reflection:

“ Which is more likely to cause implementation failure: the wrong technology or the lack of team buy-in and support? ”



INFORMED CONSENT.



SHARED COMMITMENT.



PREPARED SUPPORTERS.



SUCCESSFUL IMPLEMENTATION.

DETERMINING Success, Failure, and Course Corrections



Evaluate. Listen. Adjust. Improve outcomes.



Most failures are not technology failures.

Common barriers include lack of buy-in, insufficient training, inconsistent support, poor follow-through.



Formal and regular check-ins are essential.

Gather perspectives from the person, family members, direct support professionals, and others.



Evaluate and adjust.

Consider whether the technology is working as expected, what challenges exist, and what adjustments are needed.



Real-world outcomes are often messy.

Expect partial success, unexpected outcomes, new barriers, and new opportunities—capture it all.



Discontinuing is not always abandonment.

Needs may change, goals may be met, or a better solution may be found.



Analyze the cause of abandonment.

Look beyond the device to understand why and improve future decisions.



Reflection:

“ When a technology is unsuccessful, is your team’s first instinct to question the technology, or to examine the implementation process? ”



Better conversations.



Better decisions.



Better outcomes.



**Stronger support.
Meaningful results.**

The Technology Was Never the Point.



Technology is
a tool.



Decision-making is
a process.



Outcomes are
the goal.



Start with the **person**.



Listen before recommending.



Define **success** before
selecting solutions.



Build **knowledge** and **buy-in**.



Support **implementation**.



Learn from every outcome.

“ Good technology decisions are hard because there is rarely a perfect answer—only a series of thoughtful choices made with incomplete information. ”



Q & A

Thank you for your
time and attention!



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