

LDT4SSC Project Methodology

Step 4: IMPLEMENT (Deployment)

Workshop: Onboarding & Adoption in Digital Projects: Engaging Stakeholders, Defining Training Paths, and Building a Sustainable Adoption Plan

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Document History

Date	Version	Edited by	Description
May 2026	v1	Marine Le Gall, Laura Riou, Sophie Houzet	First version adapted from the CAPACities program.

Workshop Overview

Title	Onboarding & Adoption in Digital Projects: Engaging Stakeholders, Defining Training Paths, and Building a Sustainable Adoption Plan
Methodological step	Step 4: IMPLEMENT (Deployment)
Duration	1 hour and 30 mins.
Number of Facilitators	2 facilitators per group
Equipment Needed	- One big sheet of paper (1m/2m) or a large (digital) whiteboard - Markers and pens (multiple colors) - Colored sticky notes
Expected outputs	- A structured action plan for training and onboarding of project stakeholders. - Workshop summary note consolidating all outputs for implementation and follow-up: - Stakeholder involved in the project - Needs analysis for each stakeholder group - Concrete solutions and engagement levers identified for each group

Copyright Message

This document is intended for the LDT4SSC consortium, pilot teams and the public use, providing guidance to support the consistent implementation of LDT4SSC pilot activities.



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1. Context and objectives

The **Onboarding & Adoption in Digital Projects** workshop is part of the **IMPLEMENT step (deployment)** of the LDT4SSC Methodology which is its final one, marking the transition **from experimentation to implementation**.

More information on the objectives, prerequisites and stakeholders to involve in the IMPLEMENT step can be found on the LDT4SSC Knowledge Hub¹.

The workshop is designed to achieve the following objectives:

- **Identify the different target groups** that need to be made aware, trained, or mentored.
- **Define the specific needs of each target group** in terms of knowledge and tools.
- Explore **concrete and inspiring solutions** to foster buy-in and skill development.
- Collaboratively develop an **action plan tailored to the different target groups** to effectively build awareness and provide training.
- Develop **operational solutions** that can be directly implemented in a local city or community.

2. Workshop

2.1. Workshop phases overview

<i>Time spent</i>	<i>Phase</i>	<i>Description</i>
15 mins	0. Framing and Icebreaker	Participants revisit the selected use case and project objectives to keep discussions grounded.
15 mins	1. Identifying Targets	Participants identify three different levels of stakeholders involved in the project.
15 mins	2. Defining Needs	Participants define the identified stakeholders needs.
20 mins	3. Identifying Solutions and Levers	Participants identify concrete actions, tools and methods to address the aforementioned needs.
20 mins	4. Drafting a Finalised Action Plan	Participants build on the solutions and levers previously identified to collectively develop an acculturation and training plan per target stakeholder group.
10 mins	5. Synthetising Insights and Defining Next Steps	The facilitator summarises the key findings and participants agree on the follow-up actions.

¹ https://knowledgehub.ldt4ssc.eu/resources_content/methodology/

2.2. Workshop step by step guide

Phase 0: Framing and Icebreaker (recommended allocated time: 15 mins)

The facilitator orients the participants **towards the selected use case** and the overarching project objectives. They list all **relevant project factors** such as: goals, stakeholders, budget. This initial phase ensures that the subsequent discussions remain grounded in a **clear and concrete context**. It also serves to **align all stakeholders** on the purpose, scope, and expected outcomes of the workshop, fostering a shared understanding before diving into deeper phases.

The facilitator also **organises an icebreaker** designed to foster mental and creative engagement by encouraging participants to adopt a playful, and open mindset. This initial interactive, game-like activity, stimulates imaginative thinking, reduces initial social tension, and prepares participants to engage fully in subsequent workshop phases.

Phase 1: Identifying Stakeholders (recommended allocated time: 15 mins)

This phase aims at identifying and categorising all project stakeholders according to their level of involvement in the LDT project. It provides a shared vision of who must be mobilised to ensure project success and long-term adoption.

In order to visualise the stakeholders involved in and impacted by the project, the facilitator **draws three concentric circles** on a paperboard or a digital board (see *Figure 1. below*). They then guide participants in filling the circles as follows:

- In the **innermost circle (Circle 1)**, participants place the **people directly involved in running the project**, such as project managers, data officers, IT specialists, and other core team members who actively drive the project's execution.
- In the **second circle (Circle 2)**, participants represent **people who are indirectly affected or contribute indirectly**, such as department heads, technical advisors, support staff, or partner organisations whose work intersects with the project but who are not directly responsible for its day-to-day management.
- Finally, in the **outermost circle (Circle 3)**, participants place **people who need to be made more broadly aware** of the project's goals, progress, and outcomes. This group may encompass civil servants, elected officials, external partners, and even citizens, who should be informed or engaged to ensure transparency, support, and long-term success.

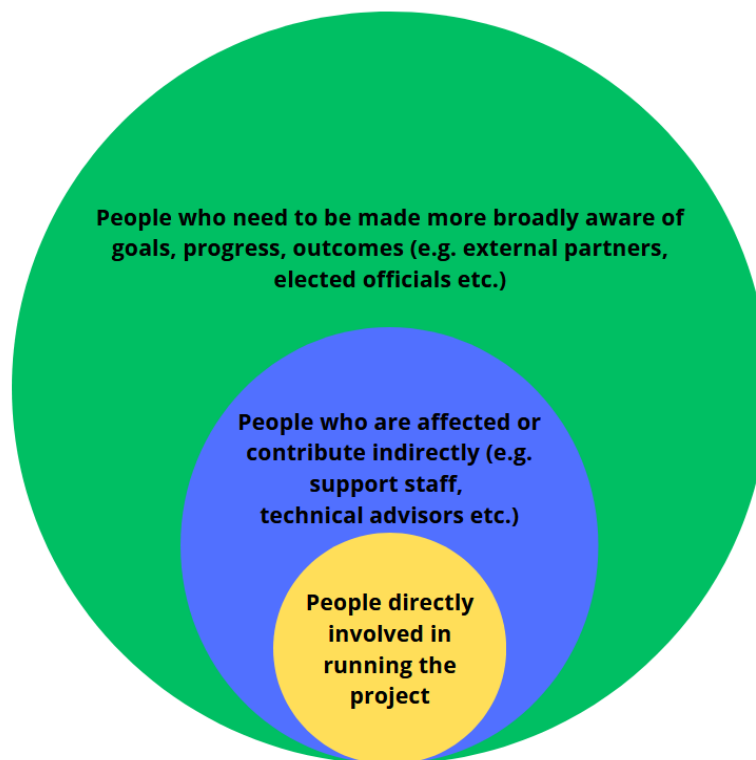


Figure 1. An illustration of the three circles as described in this phase

During this first phase, the facilitator should make sure to clarify the distinction between the three circles, ensure a comprehensive and balanced mapping, and encourage participants to think beyond the immediate project team.

Phase 2: Defining Needs (recommended allocated time: 15 mins)

This phase's goal is to **identify the knowledge, skills, and information required for each target group as well as for the end-users of the LDT**. This exercise ensures that the needs of all stakeholders are considered, and that communication and support strategies are tailored to each group's level of involvement in the LDT project.

During this activity, participants guided by the facilitator will focus on each of the four target groups to determine what the stakeholders in each require:

- **What knowledge is essential** for these individuals to effectively manage and implement the LDT project.
- **What level of support and guidance** they need in order to overcome challenges and ensure smooth execution.
- **What formats or processes** can be standardised or generalised across the local authority to improve efficiency and consistency.
- **What training and support will the end-users** of the platform need to be able to leverage the platform.
- **What information** would help these stakeholders understand their role and how they can support the project.

- **What resources or tools** could facilitate their involvement and alignment with project goals.
- **What communication channels and frequency** would best keep them informed and engaged.

The facilitator prompts participants to adapt needs to the level of involvement and maturity of each group. They should also encourage concrete, operational formulations.

Participants will use **sticky notes** to write down the need. These sticky notes will be presented to the group and placed **in the corresponding circle** as displayed in Figure 2.

Phase 3: Identifying Solutions and Levers (recommended allocated time: 20 mins)

The objective of this phase is to **identify concrete actions, training, tools, and methodologies** that can effectively address the specific needs of each stakeholder group, thereby ensuring that proposed solutions are both **practical and tailored**.

Participants will utilise **sticky notes of a distinct colour to the ones used in the previous phase** to propose **concrete solutions, proven examples, or past experiences** —whether successful or unsuccessful— that may serve as best practices for each identified need.

Following a **ten-minute individual reflection period**, these sticky notes will be presented to the group and placed **beside the corresponding needs**, which are visually represented within circles on a shared workspace.

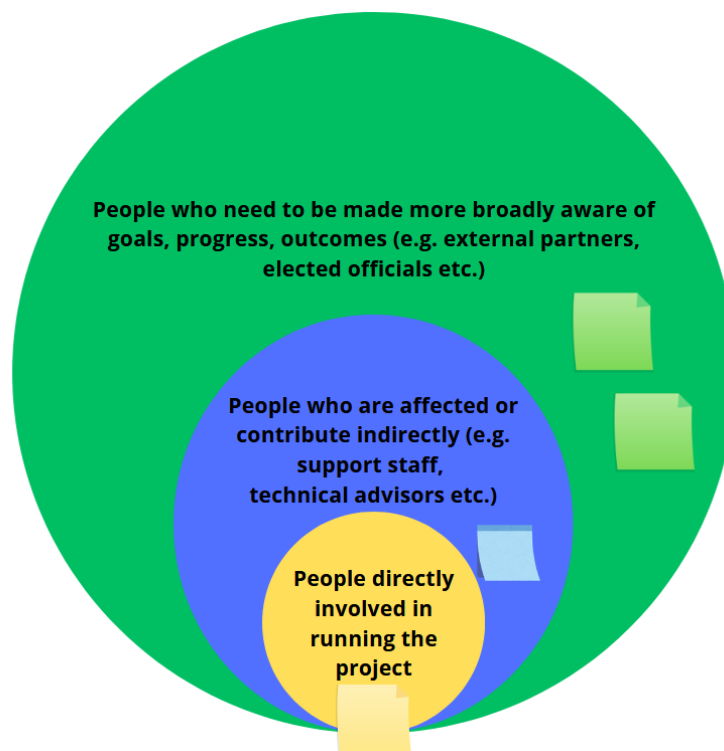


Figure 2. An illustration of the tree concentric circles with corresponding sticky notes as described in phase 2 and 3.

The facilitator's role is to **encourage participants to consider different approaches and adopt an "all-is-possible" mindset**. Particular emphasis should be placed on **practical aspects** that will secure **decision-making support and engagement** from both internal stakeholders and external partners.

Example of solutions and levers

- Thematic **webinars** that can be accessed freely?
- A '**data culture**' **skills framework** for civil servants and elected officials, detailing the knowledge, skills and attitudes to be acquired according to their role?
- A **catalogue of ready-to-use training modules** on various topics related to the LDT and its use?
- A **map of stakeholders and resources available on the LDT and the project** in the city or community to train and support civil servants and elected officials (local ecosystem)?
- An **internal communication kit** to promote the results achieved by the project once finalised (posters, newsletters, educational videos, etc.)?
- **Raising awareness sessions based on demonstrations** of use cases that have already been successfully addressed thanks to the LDT platform, to illustrate the project's value and impact ?
- **Testimonials from colleagues** who have benefited from the project, to build credibility and inspire engagement ?
- Serious games, practical workshops, etc.?
- **Have an elected representative** talk about their project at an external or internal event ?
- Mention the project in all **training/adoption assessment interviews** (as it is done for psychosocial risk training, for instance)?
- **Recurring informal meetings 'LDT Cafés'** with a theme and a convivial atmosphere to talk about the project and the potentially identifying new use-cases ?
- A **demonstrator** to show-case the LDT and its advanced capabilities to people that are not end-users ?

Phase 4: Drafting a Finalised Action Plan (recommended allocated time: 20 mins)

The objective of this phase is to **develop a structured and operational adoption and training plan** that is both **practical and actionable**.

Participants will **draft a structured action plan** for each stakeholder category, organised into **four distinct columns**, one for each category (see *Phase 1: Identifying Stakeholders* above for more detail on these three categories) and one for the end-users.

To do so, the facilitator will ask participants to imagine that they will be presenting the results of the workshop to their elected representative at the end of the workshop in order to foster involvement. They prompt the participants to define for each target group :

- The **key needs, solutions and levers** that articulate the purpose and value of the proposed actions.
- The **one-year objectives** outlining what success will look like within that timeframe.
- The **preferred formats/methods** for delivering the actions and plan, such as workshops, training modules, or communication campaigns.
- The **success metrics** (“The objective will be achieved if...”) to measure progress and evaluate the effectiveness of the implemented actions.

This phase serves to **consolidate the workshop’s outputs** into a **concrete and presentable plan** that can be confidently submitted to leadership for approval and subsequent implementation.

Phase 5: Synthetising Insights and Defining Next Steps (recommended allocated time: 10 mins)

The facilitator **synthesises the workshop’s key findings**, addressing any outstanding questions from participants to ensure clarity and alignment on next phases / steps. Finally, the session concludes by **defining responsibilities, timelines, and follow-up actions**, ensuring accountability and momentum as the project progresses.

2.3. Recommendations for Workshop facilitation

To ensure the workshop’s effectiveness, facilitators are advised to adopt the following approach:

Encourage Concrete and Collaborative Solutions

During the **solutions and levers phase**, facilitators should **prompt participants to propose tangible actions**. They should ensure that each suggestion is **specific, actionable, and linked to identified needs**. Consider the practical aspects that will help secure the support and buy-in of staff and partners: the stakeholders to get involved in a project must always have a benefit.

3. Next steps

The following workshops for the IMPLEMENT step are:

- *4.2 Designing a Structured Action Plan: From Ideas to Execution for Your Use Case*
- *4.3 Designing a Sustainable Business Model: Funding, Valuation, and Deployment Strategies for Your Project*
- *4.4 Refining the Business Model: Designing, Testing, and Refining Your Strategy with a Canvas*
- *4.5 Completing your Data Cooperation Canvas (DS4SSCC): Developing Multi-Stakeholder Data Cooperation*

Next Methodology steps:

- *Done: Complete the EXPLORE workshops*
- *Done: Complete the VALIDATE workshops*
- *Done: Complete the DEFINE workshops*
- *Ongoing: Complete the IMPLEMENT workshops*

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