

[00:00:00.190] - Speaker 1

So ultimately, this is about change management, which begins by creating a need for the change and a sense of excitement around the change, and that can be done by providing people with lots, lots of information, lots of examples of things that are going really well by giving people the opportunity to talk about the things that they aren't happy with at the moment, the things that they would like to change, the things that could be improved as a result of this change. I think it's also quite useful to get together a group of people who are particularly keen on making this happen or perhaps particularly skilled in this area so that they can be supporting and encouraging from the very beginning.

[00:00:49.010] - Speaker 1

I think for most people, that will be enough. But then it's crucial to know your staff and to give people the opportunity to talk about where they're not feeling comfortable or why they feel unhappy with the change, and then work closely together with those staff to help to manage their change experience with them.