

Before you send the email.

Four questions to answer before your next change meeting

Pick one live change. Take 20 minutes to give the below a first pass. Then ask 3 people who will actually need to use the new way what you've missed.

1

What will someone do differently next week?

Be specific. When [situation], [person, role, or team] will [specific action].

2

What might stop them?

Ask three people who will do it. What would send them back to doing it the old way?

3

What would help to make the first attempt easier?

Choose one practical obstacle to remove or one piece of support to provide.

4

How will you know what changed?

What behaviour will you check, when, and how will you find out what's not working?

Next move: Compare your answers with the people affected and adopt the plan where needed.