

Considerations and questions for engaging others in system change

Wave 1 {Conversations}

How to use this guide:

This following seven considerations and accompanying questions support engagement. They come from various change methods and approaches as well as experience in applying them in various contexts. This resource can be used for a) a personal reflection on a project, b) group reflection on your group's project, or c) coaching and facilitating a client group on their project.

1. Involve people early in the change

- What is this about?
- What do we know about this?
- Why are we doing this? Why is this important? Why not?
- What will motivate people to be involved?

2. “Those who do the work must be the ones that change the work”

- Who needs to be involved?
- At what level of involvement?
- Are the right people being gathered?
- Who else needs to be here?
- What needs to be done to ensure they can be here and stay involved?

3. Focus on the reason for change

- What are the key messages?
- How will they be shared?
- Who needs to hear them? When?
- How will we check for understanding?
- What are the assumptions about the change(s)?
- Do the work and messages align with organization goals, values?

4. Identify barriers together

- Is there a plan to identify barriers collaboratively? What is the plan?
- What process will be used to come up with strategies for overcoming barriers?
- Who will lead this part of the work?

5. “Eat the elephant”

- What are the stages of phases of this change?
- What are the key tasks for each stage?
- How can these be broken down into manageable steps?
- Who is responsible for each task?

Considerations and questions for engaging others in system change • 2

- How and when will you bring people together to create this plan?

6. Test

- How will you gather ideas for changes?
- What changes will you test? When?
- How will you know that the changes are improvements?
- How will you facilitate failure, i.e. ensure safety and support for testing?
- How will the lessons learned be communicated with others?
- What do you predict success will look like? Do those involved have the same idea about success?

7. Celebrate success

- What steps will you celebrate?
- How will you celebrate?
- Who will be included?