

Support Behaviour Change



People's Needs
Defining Change
HEALTH SERVICES CHANGE GUIDE

www.hse.ie/changeguide

2/12

Making sense of rapid, emergent change - Covid19

Delivering good change practices is critical right now to benefit from the rapid pace of change and innovation in response to Covid-19. Disruption is a positive force for change that needs personal and team agility to make sense of it. Covid-19 is part of our on-going reality. Working together to give effect to a just and resilient recovery is a shared responsibility.

Key to recovery and renewal is how we:

Support Behaviour Change

(pgs 23-24 Change Guide)

- Understand what drives and sustains behaviour change – a compelling need to stay safe, protect others and shared purpose. (Covid-19).
- Positive relationships and peer influences are essential.
- Leaders combining science and compassion - using rational and emotional connections to mobilise large scale behaviour change.
- Acknowledging people's efforts and demonstrating progress helps to establish new patterns of behaviour.

Reflect

Recover

Renew

Adapt & Act

- Recognise different starting points and personal preferences to sustain behaviour change.
- Win the hearts and minds of people by connecting to the 'greater good' and aligning values.
- Continue to demonstrate progress using evidence and stories of 'what worked', instilling confidence to deliver new practices and ways of working.
- Affirm personal and team effort to change traditional work patterns and work with staff to resolve concerns.

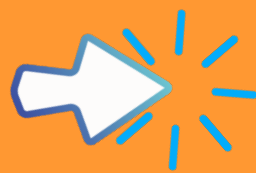


Clickable links (Best used on Laptop/PC)



Tips & tools to help

Stages of Change – Model of Behaviour Change



Interventions at all Levels of Change

Winning the Hearts and Minds in the

21st Century – Influence Model

Additional Resources: pgs 214-215

Access "Team Reflection Guidance" [click here](#)

HSE Covid-19 supports for staff

Please visit: workwell.ie

Healthcare Worker COVID-19 helpline: 1850 420 420

Covid-19 training courses & support: HSELand.ie

HSE HR National Coaching Service: [Click here](#)



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Further information:
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[@HSEchange_guide](https://twitter.com/HSEchange_guide)

OD – Improving Change Capacity, Kells.
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Reflect sensitively, recover with kindness & renew with hope