



# Template 6.2.8: People and Culture Change Platform – Readiness Factors

## Purpose

This template assists in identifying readiness in relation to the People and Culture Change Platform outlined in the Change Framework. The findings will guide as to where focused attention is required to address cultural elements in an integrated manner.

## How to use it?

Carry out this exercise as a team-based activity. Use the key activities below to generate a rating (high, medium, low) for each of the people and cultural priorities outlined. Identify actions to increase readiness based on the findings – actions can be prioritised as follows:

**High:** to maintain focus and do more of

**Medium:** to improve

**Low:** to target in a dedicated way

	Readiness			Action
	How would you rate readiness?			
People and cultural factors - for more detailed explanation refer to 1.2.1 to 1.2.9, pages 8-36	High	Medium	Low	
<b>Practice collective leadership</b> <ol style="list-style-type: none"> <li>1. Be self-aware</li> <li>2. Role model the change</li> <li>3. Communicate with integrity and purpose</li> <li>4. Nurture collective leadership activity</li> <li>5. Build relationships and create networks</li> </ol>				
<b>Model shared values</b> <ol style="list-style-type: none"> <li>1. Understand personal values</li> <li>2. Connect on a noble goal – add public value</li> <li>3. Translate values into action</li> <li>4. Monitor performance in line with values</li> </ol>				

## Template 6.2.8: People and Culture Change Platform – Readiness Factors (continued)

<p><b>Engage and communicate</b></p> <ol style="list-style-type: none"> <li>1. Involve service users, families, citizens, communities and staff</li> <li>2. Address core needs to enable engagement</li> <li>3. Tap into clinical and other frontline experiences</li> <li>4. Mobilise widespread involvement</li> <li>5. Develop a plan to engage and communicate</li> </ol>				
<p><b>Understand personal experiences</b></p> <ol style="list-style-type: none"> <li>1. Facilitate transitions</li> <li>2. Understand personal responses</li> <li>3. Create the safety and space to support personal change</li> <li>4. Understand and work with resistance and personal readiness</li> </ol>				
<p><b>Support behaviour change</b></p> <ol style="list-style-type: none"> <li>1. Understand behavioural change</li> <li>2. Focus on emotional connections</li> <li>3. Support and affirm mindset and behaviour change</li> <li>4. Challenge unacceptable behaviours</li> </ol>				

## Template 6.2.8: People and Culture Change Platform – Readiness Factors (continued)

<p><b>Invest in people and teams</b></p> <ol style="list-style-type: none"> <li>1. Support personal learning</li> <li>2. Prioritise effective team working</li> <li>3. Support a learning culture</li> <li>4. Resource the change</li> </ol>				
<p><b>Network and partner</b></p> <ol style="list-style-type: none"> <li>1. Develop capacity for co-production</li> <li>2. Leverage partnerships to influence health and social gain</li> <li>3. Value connections and use social networking</li> <li>4. Commission and partner for public value</li> </ol>				
<p><b>Use evidence and leverage technology</b></p> <ol style="list-style-type: none"> <li>1. Use evidence to leverage change and demonstrate outcomes</li> <li>2. Gather data and knowledge from multiple sources</li> <li>3. Engage in robust measurement and analysis</li> <li>4. Leverage e-health and technology to deliver innovative solutions</li> </ol>				

## Template 6.2.8: People and Culture Change Platform – Readiness Factors (continued)

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<b>Deliver public value and be accountable</b>				
1. Implement robust governance arrangements				
2. Empower staff to be accountable as public servants				
3. Enable and align regulation and oversight				
4. Support performance to deliver better outcomes				

*People's Needs Defining Change – Health Services Change Guide*