



Template 6.4.4: People Indicators to Support Behaviour Change

Purpose

This template includes key people and cultural indicators that are important to monitor during change implementation. They will assist you to be in tune with what mindset and behaviours are emerging in the 'informal system'.

How to use it?

Use the prompts as a reflection exercise at individual and team level. Based on the reflection consider how best to use the data to support helpful conversations and prompt action.

No.	Key considerations	Action needed
1.	What are you observing in the team and at individual level regarding people's reactions and how they are being dealt with?	
2.	Mindset and behaviour changes – what change are we recognising? Are these changes in line with agreed values and being reinforced?	
3.	Are people participating in training/development and coaching?	
4.	Are sustained, meaningful conversations taking place? [115]	

Template 6.4.4: People Indicators to Support Behaviour Change (continued)

No.	Key considerations	Action needed
5.	What are staff and managers saying regarding team effectiveness drop in/surge in energy levels, targets achieved/missed, tension, etc.?	
6.	Are you observing cultural norms that need to be changed and values that are not being respected?	
7.	Is commitment to the change from the leaders or key stakeholders evident?	
8.	Are people balancing stability and change in terms of capacity to engage in the change as well as performing their ongoing responsibilities?	
9.	Are people coping with the pace and scale of change?	

Template 6.4.4: People Indicators to Support Behaviour Change (continued)

No.	Key considerations	Action needed
10.	Are there unforeseen relationship issues – tension within the team or between individuals?	
11.	Are you observing political/organisational and personal dynamics/relationships that support or hinder progress?	
12.	How are change leaders coping and demonstrating the ability to ‘walk the talk’ and model a new better future?	

Adapted from: Anderson, D. and Ackerman Anderson, L. (2010) [3]
People's Needs Defining Change – Health Services Change Guide