

----- TOOL: BEHAVIORS OF CHANGE



CHANGE ENGAGERS

- They're able to roll with the punches and stay calm even when things are changing quickly.
- They volunteer for projects or roles that will expand their experience, just for a change of pace.
- They're "early adopters" of new technology and policies.
- They suggest new or better ways of doing things.

CHANGE AVOIDERS

- If possible, they will choose to work and spend time with others who think and work the way they do (in other words, those who also avoid change) so that their views and patterns are less likely to be challenged.
- They're the last people to switch over to a new app or software program, even if it makes life easier.
- They aren't interested in frequent job or career switches.
- Uncertainty or big changes at work leave them stressed, nervous, or cautious.

WHAT IS IN IT FOR YOU & ME (WIIFY/WIIFM)?



- Communication documents would all lead with the WIIFY/WIIFM
- System identifies what is WIIFY
- Reflection document for the receiver - where they identify What Is In It For Me?
- Plus/Delta/Wondering
 - » Staff reflects from the system WIIFY to identify their own benefits and concerns

WIIFY:

WIIFM:

+

Δ

WONDERINGS