



My top 5 lessons for leading change engagement



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CHANGE, COMMS, COACHING





This goes beyond hitting deadlines and budget targets...

This is about delivering change that is understood and sustained



1. First:

- Spend as much time as possible here...
- Understand everything you can about the current state
- And why it needs to change



2. Engage frontline staff

- Help them understand what the changes mean for their day to day
- Try to find maximum time to listen
- Seek out the quieter progressives



3. Listen to complaints:

- Learn from feedback...
- Your changes will likely improve as a result
- But also know when to detach from the noise



4. Support the managers

- Form partnerships with those delivering the changes
- They'll need you at their side
- Help them grow as leaders



5. Evaluate and review:

- Gather clear data and objectives at the start
- Assess what's working or not as the changes gather pace
- Shout about the successes!

**Need my help in engagement with
your changes?**

Let's talk.
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