



FUTURE VISION

**Safer Better Healthcare, and Staff & Public Value**  
CHANGE OUTCOMES

**DELIVER ↑**

**↑ DESIGN**

**DEFINE ↑**

CHANGE ACTIVITIES

Practice Collective Leadership

Engage & Communicate

**People's Needs Defining Change**  
Service Users, Families, Citizens, Communities & Staff

Model Shared Values

Understand Personal Experiences

Use Evidence & Lever Technology

Support Behaviour Change

Be Accountable for Performance

Invest in People & Teams

Network & Partner

**People & Culture Change Platform**  
↑ CREATING READINESS ↑

5

4

3

2

1

CURRENT SITUATION

