

Understand Personal Experiences



People's Needs
Defining Change
HEALTH SERVICES CHANGE GUIDE

www.hse.ie/changeguide

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Making sense of rapid, emergent change - Covid-19

Delivering good change practices is critical right now to benefit from the rapid pace of change and innovation in response to Covid-19. Disruption is a positive force for change that needs personal and team agility to make sense of it. Covid-19 is part of our on-going reality. Working together to give effect to a just and resilient recovery is a shared responsibility.

Key to recovery and renewal is how we:

Understand Personal Experiences

(pgs 20-22 Change Guide)

- Change is personal – people's emotional reactions will be different.
- It is natural to feel challenged by change and uncertainty.
- Addressing concerns sensitively builds trust and helps people stay engaged.
- Many people moved outside their comfort zones and will need personal and team support.
- Creating psychological safety and space will help people to challenge, practice and adapt.

Reflect

Recover

Renew

Adapt & Act

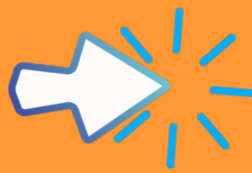
- Attend to how people are feeling and experiencing change by listening to their perspectives, empathise with them when they are overwhelmed and struggling.
- Challenge your own assumptions, listen to others and see the change from the perspective of service users and staff.
- Help people to reduce distress by providing them with practical help to do their job and give of their best to the people they serve.
- Facilitate transitions to new practices, support letting go, attend to endings and assist with uncertainty – always be honest about the impact of the change.
- Work with resistance and personal readiness. Not all change is viewed positively. Keep a focus on what is improved for service users and on public value.



Clickable links (Best used on Laptop/PC)



Tips & tools to help



Understanding Core Human Needs

Managing Personal Transitions

Kübler-Ross Change Curve

Working with Emotional Reactions to Change

Finding the Reasons Behind the Resistance

Additional Resources: pgs 208-213

Access "Team Reflection Guidance" [click here](#)

HSE Covid-19 supports for staff

Please visit: workwell.ie

HSE Employee Assistance Call Line: **0818 327 327**

Covid-19 training courses & support: HSELand.ie

HSE HR National Coaching Service: [Click here](#)



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Further information:

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[@HSEchange_guide](https://twitter.com/HSEchange_guide)

OD – Improving Change Capacity, Kells.

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Reflect sensitively, recover with kindness & renew with hope