

Invest in People & Teams



People's Needs
Defining Change
HEALTH SERVICES CHANGE GUIDE

www.hse.ie/changeguide

6/12

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:

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(pgs 25-26 Change Guide)

- Recognise teams as the core unit of service delivery.
- Build on the collective resilience and creativity of the team to adjust, adapt and respond.
- Prioritise staff health and wellbeing – caring for those that care for others, acknowledge the impact of change in practices for staff.
- Demonstrate respect for how services were delivered and blend this with the 'new' learning on what can be improved.

Reflect

Recover

Renew

Adapt & Act

- Tap into recent rapid adaption and new practices at team level and agree what has worked well and can be sustained.
- Intensify supports to individuals and intact teams building on the collective strength of shared learning and pride in what has been achieved to date.
- Activate diverse teams to focus on problem solving and provide people with opportunities to share their experiences and insights.
- Focus on the skills and workforce required to reform services – agree creative ways to deploy staff to high-need areas.
- Increase the emphasis on enabling staff to be become more digitally fluent to keep up with the pace of change.



Clickable links (Best used on Laptop/PC)



Tips & tools to help



Model for Effective Team Working

Personal Readiness for Change

Team Diagnostic

Additional resources: pgs 216-219

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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Human Resources
Leaders in People Services

Further information:

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OD – Improving Change Capacity, Kells.

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Reflect sensitively, recover with kindness & renew with hope