Template 6.2.2: Context for Change – Why What How Method
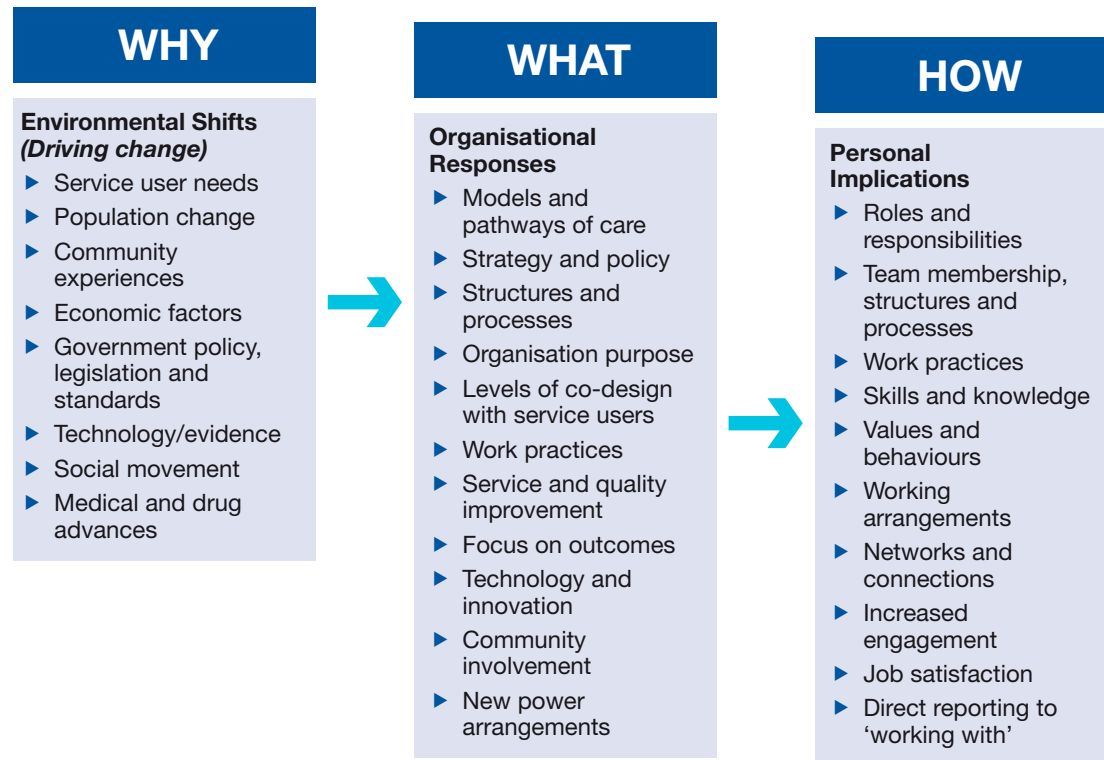
Purpose

The **Why What How Method** assists you to 'diagnose' the big change drivers in the external environment, identify organisational responses and anticipate the personal implications of change. This will assist you to communicate **Why** change is needed, **What** needs to change, as well as **How** it will change.

How to use it?

Use the prompts with your team on a flip chart to:

▶ list 'environmental shifts' – the typical sources of external drivers of change – under **Why**

▶ list ways in which a service responds to external pressures under **What**

▶ identify changes for individuals (service users, citizens and staff) under **How**

▶ discuss the implications of the data gathered to increase your understanding of the context for change

WHY	WHAT	HOW
Environmental Shifts *(Driving change)*	**Organisational Responses**	**Personal Implications**
▶ Service user needs ▶ Population change ▶ Community experiences ▶ Economic factors ▶ Government policy, legislation and standards ▶ Technology/evidence ▶ Social movement ▶ Medical and drug advances	▶ Models and pathways of care ▶ Strategy and policy ▶ Structures and processes ▶ Organisation purpose ▶ Levels of co-design with service users ▶ Work practices ▶ Service and quality improvement ▶ Focus on outcomes ▶ Technology and innovation ▶ Community involvement ▶ New power arrangements	▶ Roles and responsibilities ▶ Team membership, structures and processes ▶ Work practices ▶ Skills and knowledge ▶ Values and behaviours ▶ Working arrangements ▶ Networks and connections ▶ Increased engagement ▶ Job satisfaction ▶ Direct reporting to 'working with'