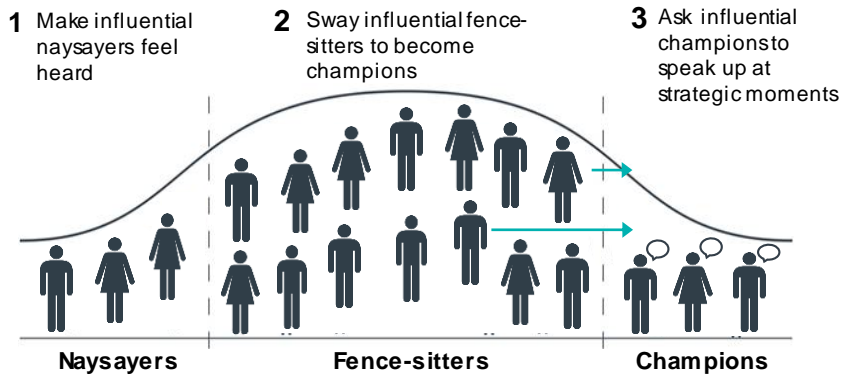


# George's Tool for Introducing a New Documentation Requirement

Introduce an Unpopular Change

Build Date: 5/9/2019

## Best Practice: Focus Your Change Conversations on Three Aims



### Influential Naysayers

Bill



#### Cause for "Pause"

I understand you're concerned about the extra time this will take. I'd ask you to consider two things:

1. Unfortunately, we don't have a choice.
2. But more importantly, this is an ongoing process, and I will be looking for your and others' input into how we can make this more efficient over time.



### Influential Fence-Sitters

Sarah



#### First Reason to Support the Change

It's almost certainly going to raise our quality scores.



#### Second Reason to Support the Change

As we get used to the new process, it will make us more efficient overall by giving everyone access to more information. That's Frank's opinion on this and I really trust him.



### Influential Champions

Janet



#### First Situation Where You'll Ask a Champion to Speak Up

I'd ask you to share your perspective with the team when this comes up in huddles that I'm not attending.



#### Second Situation Where You'll Ask a Champion to Speak Up

We're giving a detailed explanation of this during next month's all hands meeting, and there will be a chance for the group to weigh in. Your voice will make a big impact, so please jump in.

To learn about membership, contact us at [programinquiries@advisory.com](mailto:programinquiries@advisory.com).