

Successful Implementation

Innovative tips for making it a reality

The road to successful implementation can be a bumpy one at times. This presentation highlights some practical tips to support your next change by exploring the valuable lessons we learnt during the implementation of our new guided case management system, MyStory.

Prepare for change

Hold to your 'vision'

Be clear about the 'core' components of your change. These are the components that define the change.

Be adaptable, but not on your 'core' components as they are linked to your ultimate outcome.

Ensure you clearly explain the reason why you are doing what you are doing.

Don't wait for a 'final' version

Make a definitive decision about a 'go-live' date. There may never be a 'right-time'.

Keep your 'vision' at the forefront of what you are trying to achieve, but don't hold the implementation back by clinging to ideals. As long as you have the 'core' components of your change – you are ready to start.

Learn to let go

It's essential to recognise if something is not working and focus your efforts elsewhere. You can still be flexible and respond to changing needs. If you don't; the risk is that staff will resist the change, and revert back to their previous practice.

If you're approaching a key milestone, but will be unable to make it, focus on what components are 'nice to have', with those that are a 'must'.

During implementation

Portions are easier to digest

Can your deliverables be released in stages to increase information retention?

Can you target specific staff or programs before others to pilot elements of your roll-out?

Embedding change can be made easier for individuals/teams if you create an achievable phased timeline.

Targeted messaging

During a comprehensive implementation period, key messaging can lose momentum. By aligning your messaging to each implementation phase you can keep staff informed and interested in key developments.

It's also important for staff to directly connect with your change. If you can highlight the benefits for each role/program you can tailor/personalise messaging that will be meaningful.

High impact, Low cost

Collecting/logging feedback and suggestions can assist with prioritising ongoing change management.

Bring visible enhancements forward in the implementation to increase 'buy-in'. Staff will feel heard, and uptake of your change will increase.

Ongoing support

Be available to help

Relationship building between staff and your implementation support team is critical. Staff members are more likely to access support if they have a connection and don't feel like a number.

Share information about the process you are going through with those it affects. This will reduce frustration and generate empathy for the process.

Empower those affected

Encourage participation by getting those directly impacted by the change involved at various times throughout the implementation.

Develop a 'champions' program to allow individuals to take ownership of the change and push the change internally.

Don't forget to vent

During implementation you can get lost in the 'doing', and forget emotion. Create space for honest reflection and critique from the project team, developers, researchers and practitioners.

You'll get the best out of the implementation team if they feel comfortable to tell you what's bothering them, so that constructive solutions can be explored and actioned.

Find out about MyStory
Next Generation Case Management
my-story.org.au



Robert Wojtaszek
Senior Learning & Development Consultant
Barnardos Australia - Practice Development Centre
rwojtaszek@barnardos.org.au
(02) 9218 2412



Barnardos Australia
Practice Development Centre