

LEADING CHANGE TOOLKIT™

TO HELP CHANGE AGENTS AND
CHANGE TEAMS MAKE LASTING
IMPROVEMENTS IN HEALTH CARE



Assessing your attributes and knowledge as a change agent

Attributes:

Personal attribute	1 (Strongly disagree)	2 (Disagree)	3 (Neutral)	4 (Agree)	5 (Strongly agree)
1. Choose to get involved					
2. Highly committed					
3. Personal (intrinsic) motivated					
4. Optimistic, persistent and resilient					
5. Independent thinker					
6. Collaborative					
7. Able to share leadership					
8. Foster inclusive relationships					
9. Vision-orientated					
10. Tolerate uncertainty/risk-taker					
11. Strategic thinker – recognizes opportunities					
12. Good communicator					
13. Key influencer					
14. Trusted and credible role model					
15. Flexible and nimble					
16. Receptive to change/innovation-friendly					

Knowledge:

Knowledge	1 (Very low)	2 (Low)	3 (Fair)	4 (Good)	5 (Excellent)
Content expert:					
1. Subject matter expert of the change (e.g., falls champion)					
2. Knowledge tool (e.g., BPG) interpretation					
3. Change process (e.g., implementation framework)					
4. Technical (e.g., simulation, information support) and/or learning skills (e.g., an educator)					

Context expert:					
1. Understand the local context					
2. Emotional intelligence/Able to 'read the room' and support colleagues through change					
3. Direct experience of the shared concern					