# Change Conversation

## Sponsors and Implementers Responsibilities

### Goal of Phases 1 and 2: Clarity

#### Phases 1 – Stating Expectations

**Sponsor:**
- State expectations
  - What
  - Why
  - How
  - Accountability

**Implemeneter:**
- Active listening
  - Bracket distractions
  - Suspend judgment

### Phases 2 – Checking for Understanding

**Sponsor:**
- Check for understanding
- Ask for paraphrases

**Implemeneter:**
- State understanding
- Paraphrase what the leader said

### Goal of Phases 3 and 4: Shared Commitment

#### Phases 3 – Soliciting Reactions

**Sponsor:**
- Solicit reactions
- Listen, paraphrase back
- Indicate if open to influence

**Implemeneter:**
- State questions and concerns
- Advocate for any change you think will help reach the goal.

#### Phases 4 – Determining Readiness

**Sponsor:**
- Inquire about participants’ confidence to implement the change
- Find out what people need in order to be successful in meeting the target of this change.

**Implemeneter:**
- Be honest
- State your needs

---

Judy Ness and Judy Heinrich PhD
June 2005