

# How do we know if we are working 'WITH'

It's about giving people a 'Fair Process'.

A fair process involves:

## Engagement, Explanation, Expectation clarity

### Engagement

*What are the benefits of the change?*

*Who shall we talk to?*

*What should we talk about?*

*How shall we talk about it?*

*What will the change look like?*

*How long will it take?*

*How shall we communicate our ideas?*

*How do we show we have listened?*

### Explanation

*What is the decision or change that is being made?*

*What is the reason behind the decision/change?*

*Is there a policy or procedure that means the decision has to happen?*

*Has this been shared?*

*How will we know the decision has been understood?*

*Are the benefits and risks explained in full?*

*Is language clear, concise and appropriate?*

### Expectation clarity

*What are the new rules/aims?*

*Who is responsible for making sure the decisions are implemented?*

*When will the new rules/aims come into practice?*

*When will the new rules /aims come into effect and be assessed?*

*How will these changes be communicated?*

*How will we now these changes have been understood?*

*How will we measure the decision success, and gather feedback from those affected?*

*How will we communicate this success?*