

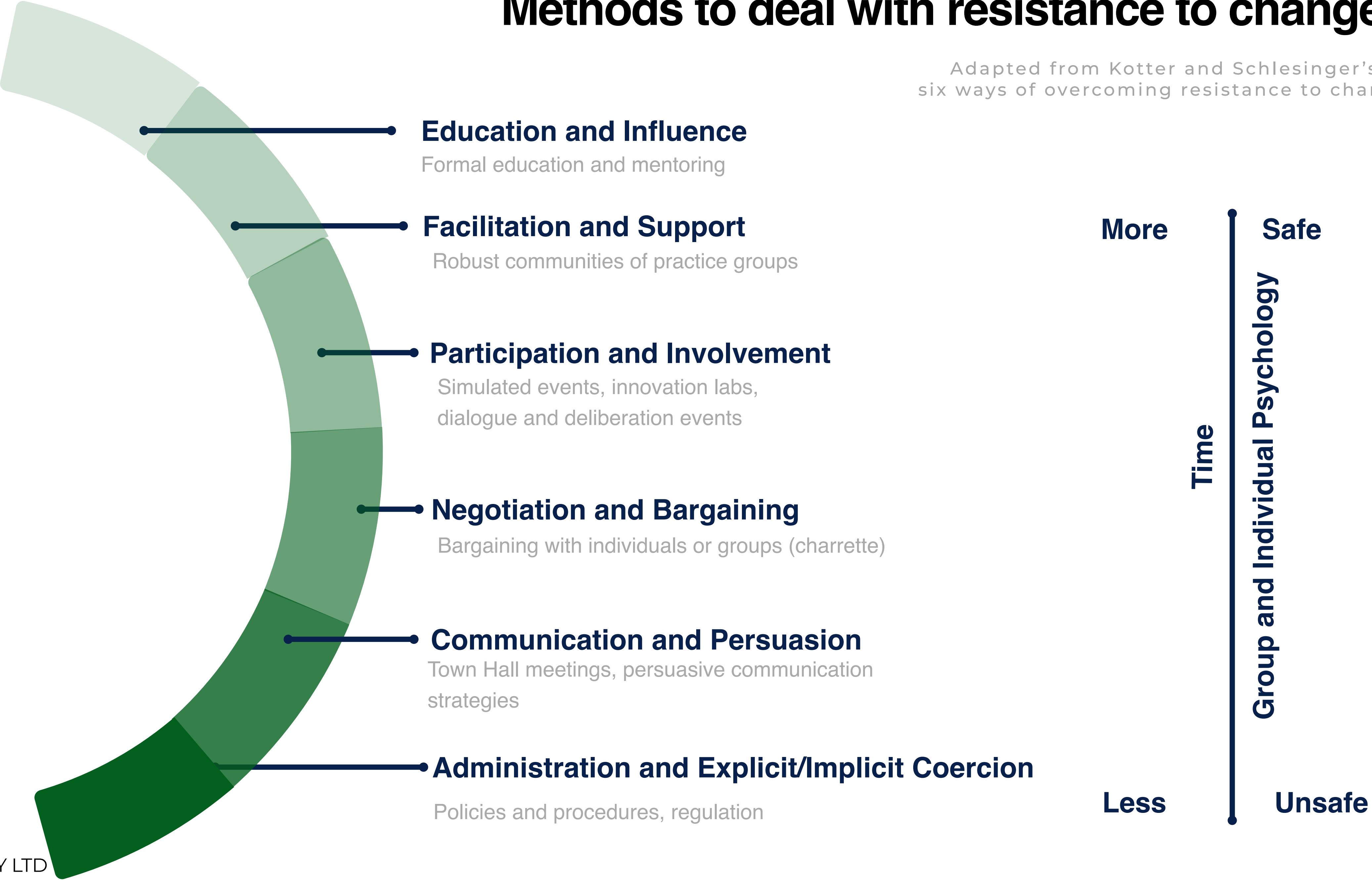


WINNING HEARTS AND MINDS

DR ISABELLA ALLAN

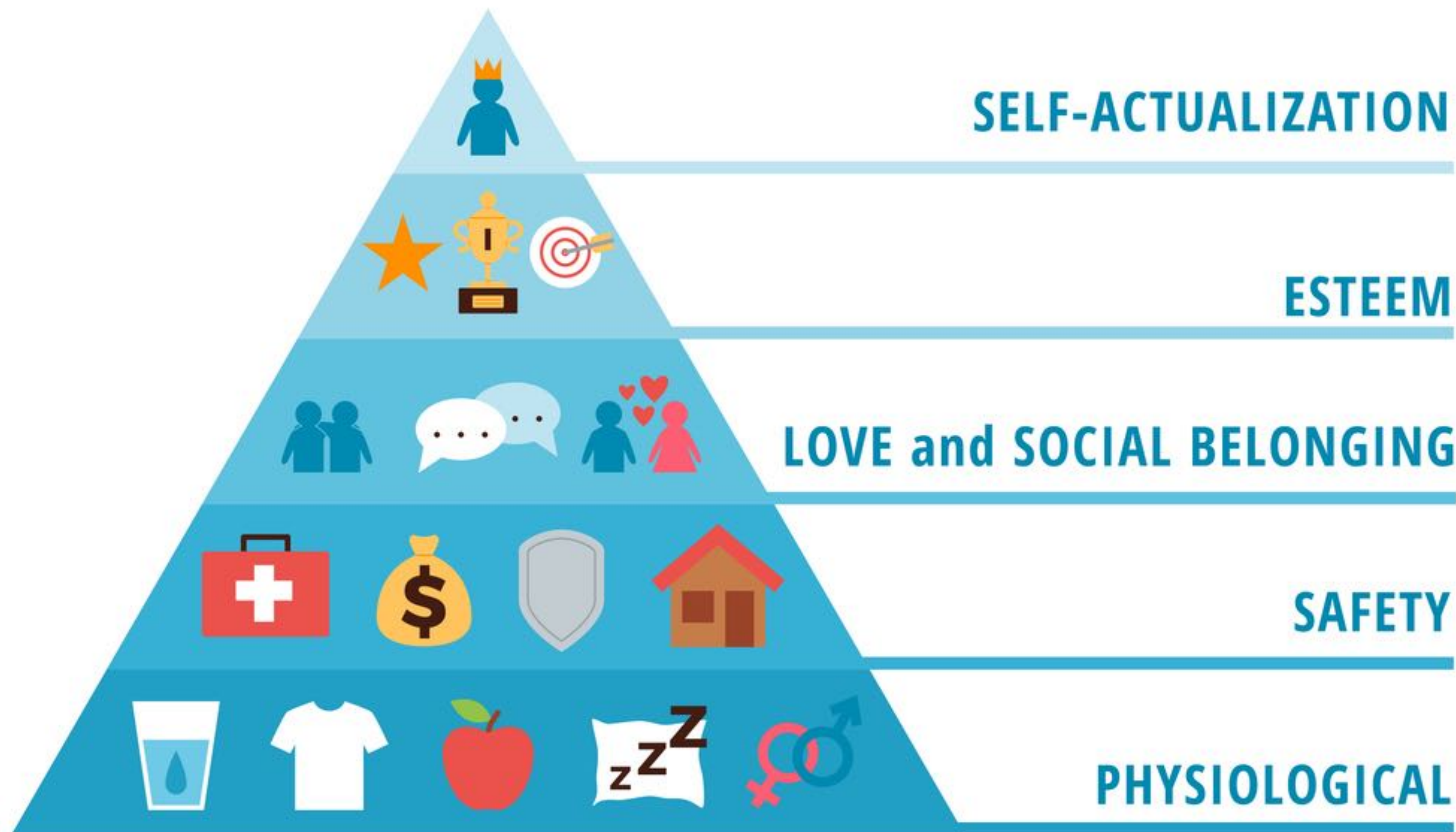
Methods to deal with resistance to change

Adapted from Kotter and Schlesinger's six ways of overcoming resistance to change



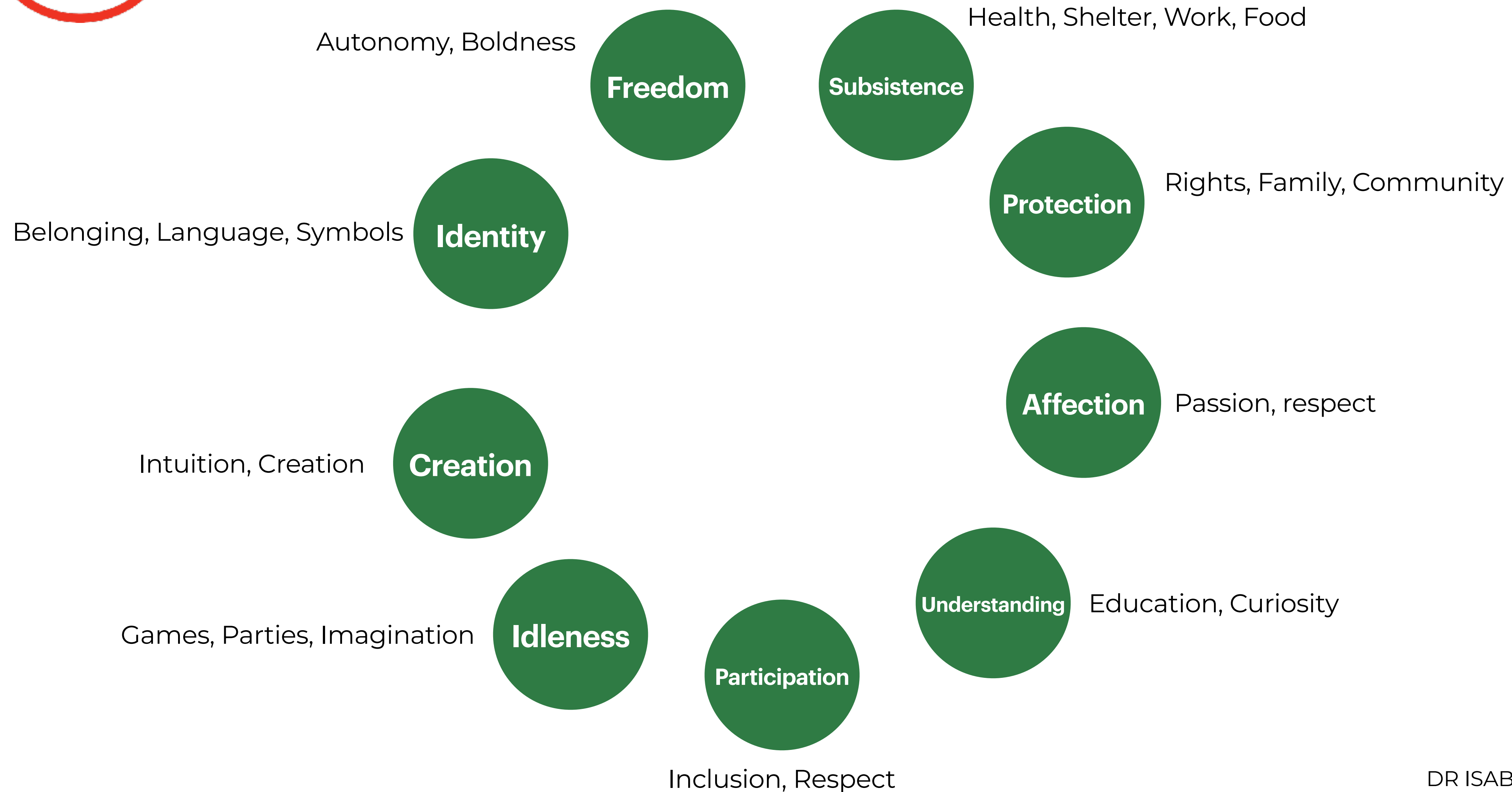


MASLOW'S HIERARCHY OF NEEDS





The Max-Neef Framework

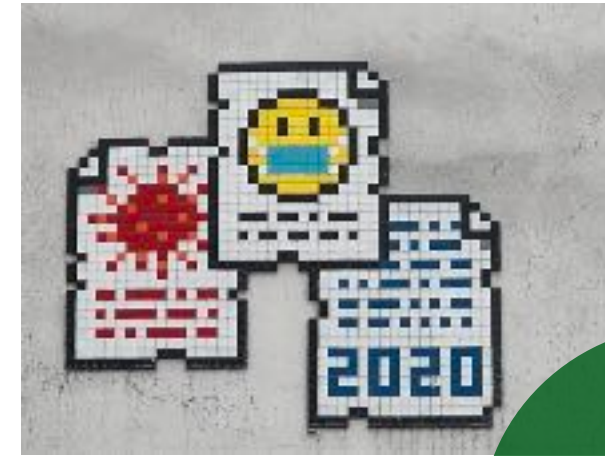




Max-Neef In action



Identity



Freedom



Subsistence

Protection



charrette n. [French]
1. A two-wheeled cart

Creation

Understanding



Affection



Idleness

Participation





Six Stages of Change

DiClements and Prochaska's Stages of Change

Relapse

Relapse will happen and will be recognised through feelings of fatigue, disappointment, feelings of failure. It will trigger a relapse to old behaviour.

Maintenance

Group or individual enter a maintenance phase after adopting the new change for six months. Triggers that see a return to old behaviours are identified, new habits identified, practiced - recognised and celebrated.

Action

Clear plans of action for change have been developed and are implemented. Implementation is recognised through the accomplishment of goals. Self organising begins.

Pre-contemplation

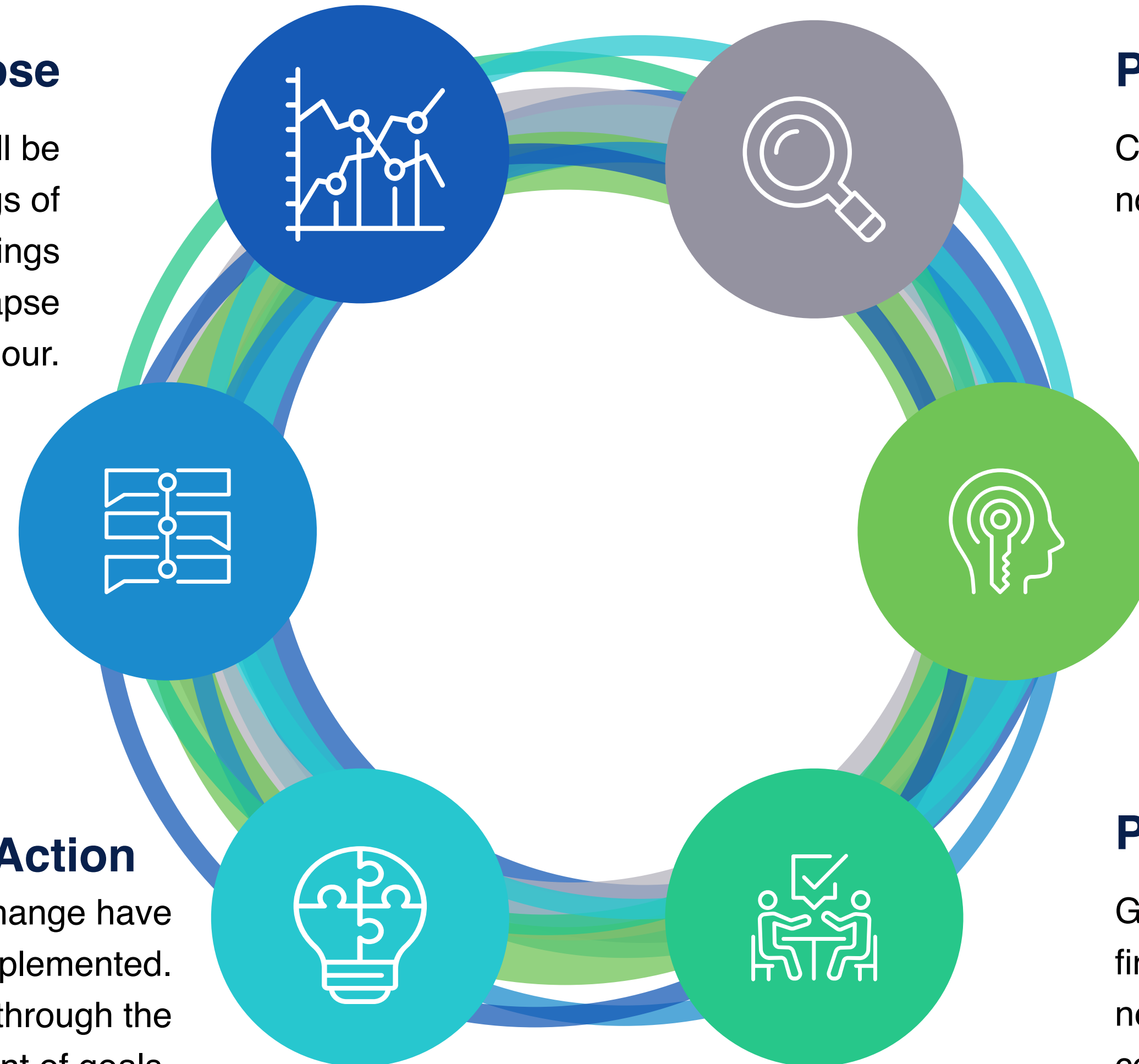
Consequences of actions are not recognised

Contemplation

Problem identified by organisation, group or individual. Yet may still be uncertain, have conflicted emotions or ambivalence. There is a lack courage to act.

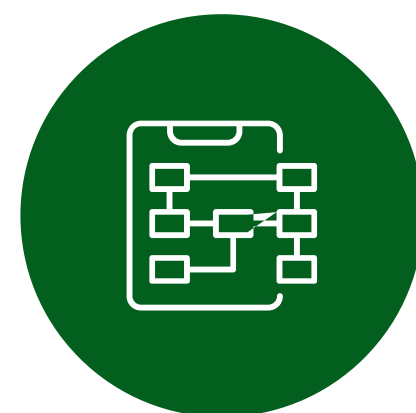
Preparation

Group or individual willing to take initial first steps. Small achievable small wins need to be set with support and consistent communication established. Review occurs regularly.





From consultation to participation



**Consultation
on plans and
policies**

Consult community on proposed policies, plans and regulations



**Facilitated
Design**

Charrette Process, Issues Deliberation Dialogue



Public Dialogue

Public Engagement Dialogue Processes



Celebration

Building Belonging



Putting ideas into action

- ▶ Shift mindset by placing emphasis on:
 - ▶ Education/Influence
 - ▶ Facilitation of community forums
 - ▶ Dialogue and celebration
- ▶ Nudge habits
 - ▶ Persuasive message strategies
 - ▶ Successful Case Studies (Evidence base)
 - ▶ Link to key satisfiers - Maslow and Max Neef
- ▶ Manage Resilience:
 - ▶ Systems focus
 - ▶ Zoom out and zoom in
 - ▶ Find the meta
- ▶ Your Wellness
 - ▶ Mindfulness - download chapter www.isabellaallan.com
 - ▶ Positivity 2.0 - Barbara Fredrickson
 - ▶ Useful Beliefs - Chris Helder