**adkar**

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| **PHASES OF CHANGE** | **A** | AWARENESS OF THE NEED FOR CHANGE | MANAGEMENT COMMUNICATIONS  CUSTOMER INPUT  STAFF INPUT  SECTOR CHANGES  READY ACCESS TO INFORMATION | **ENABLERS** |
| **D** | DESIRE TO PARTICIPATE AND SUPPORT THE CHANGE | DISCONTENT WITH CURRENT STATE  BURNING PLATFORM  SENSE OF BELONGING  CAREER ADVANCEMENT  IMPROVED SERVICE DELIVERY  HOPE IN THE FUTURE STATE |
| **K** | KNOWLEDGE ON HOW TO CHANGE | TRAINING AND EDUCATION  INFORMATION ACCESS  WORKSHOPS  EXAMPLES |
| **A** | ABILITY TO IMPLEMENT REQUIRED SKILLS AND BEHAVIOURS | PRACTICE  COACHING  MENTORING  REMOVING BARRIERS |
| **R** | REINFORCEMENT TO SUSTAIN THE CHANGE | PERSONAL RECOGNITION  TIME  RESOURCES  CELEBRATIONS |