**adkar**

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| **PHASES OF CHANGE** | **A** | AWARENESS OF THE NEED FOR CHANGE | MANAGEMENT COMMUNICATIONSCUSTOMER INPUTSTAFF INPUTSECTOR CHANGESREADY ACCESS TO INFORMATION | **ENABLERS** |
| **D** | DESIRE TO PARTICIPATE AND SUPPORT THE CHANGE | DISCONTENT WITH CURRENT STATEBURNING PLATFORMSENSE OF BELONGINGCAREER ADVANCEMENTIMPROVED SERVICE DELIVERYHOPE IN THE FUTURE STATE |
| **K** | KNOWLEDGE ON HOW TO CHANGE | TRAINING AND EDUCATIONINFORMATION ACCESSWORKSHOPSEXAMPLES |
| **A** | ABILITY TO IMPLEMENT REQUIRED SKILLS AND BEHAVIOURS | PRACTICECOACHINGMENTORINGREMOVING BARRIERS |
| **R** | REINFORCEMENT TO SUSTAIN THE CHANGE | PERSONAL RECOGNITIONTIMERESOURCESCELEBRATIONS |