

## STEP 6: HUMAN FACTORS

Here is a checklist for you as an Improvement Leader to manage the **human dimension of change** by working with individuals more effectively. Do you:

| Human factor   | How have you done this? |
|--|-------------------------|
| <p>Put your main effort into trying to understand the other person? Every person is unique – respect the other person’s view of the world</p>  |                         |
| <p>Develop a range of styles for working with others?<br/>Don’t just rely on one or two ways</p> <p>Different people have different personal styles that affect how they respond to information and how they communicate thoughts and ideas.</p> |                         |
| <p>Ask open questions, listen carefully to the answers and show you are listening by using active listening skills?</p>  |                         |
| <p>Create a real rapport with the other person with the appropriate non-verbal communication?</p>  |                         |
| <p>Ask for feedback? Are you aware of yourself and how you appear to others?<br/>Are you willing to be flexible, to learn and keep changing what you are doing until you achieve the results you want?</p>                                       |                         |
| <p>Understand that all behaviour is useful in some way?<br/>Behaviour is the most important information about a person, but people are not their behaviours</p>  |                         |