

Embed, review and improve



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Check and review

This is the phase for checking progress, and moving forward.

Check your Vision for Change

- Have you achieved what you set out to do?
- How can you share this with your employees?

Review the customer outcome

- Have the customer expectations been met?
- Check on this, and share the feedback with employees

Evaluate

- Review the employee change experience and consider further reinforcement (see change evaluation in “Things to Do”)

Ways of working

It's also important to maintain the momentum, and prevent any slide back.

- Removal of the old ways of working
 - Have you made it clear to employees that the old ways of working are no longer valid?
 - Have you physically removed old processes/systems, ensuring workarounds are not an option?
- Reinforce the new ways of working
 - Having removed the old, positively reinforce the new ways of working
 - Celebrate success and the contribution of your employees in this

Start at the beginning

Check how far you've come – and that you've achieved all you set out to do, referring back to the work you did in the early stages of your change journey.

- Situation Analysis
 - Check that all elements set out in the Situation Analysis have been aligned
 - Consider whether any further improvements can be made

Team performance

Now is an ideal time to start building your effective team of the future.

- The established team might want to undertake high performing team activity, to be clear on their purpose, effective processes and people – the contribution of individuals to the team and engaged environment, a climate which fosters engagement and drives high performance

Recognition

Acknowledge the contribution of others – a thank you goes a long way!

- The contribution of employees should be recognised throughout
- The contribution of key individuals, role models of TfL behaviours and new ways of working, should now be specifically recognised – look at the [Make a Difference](#) pages on Source for guidance on how to do this