



From Compliance with Rules to Commitment to Values

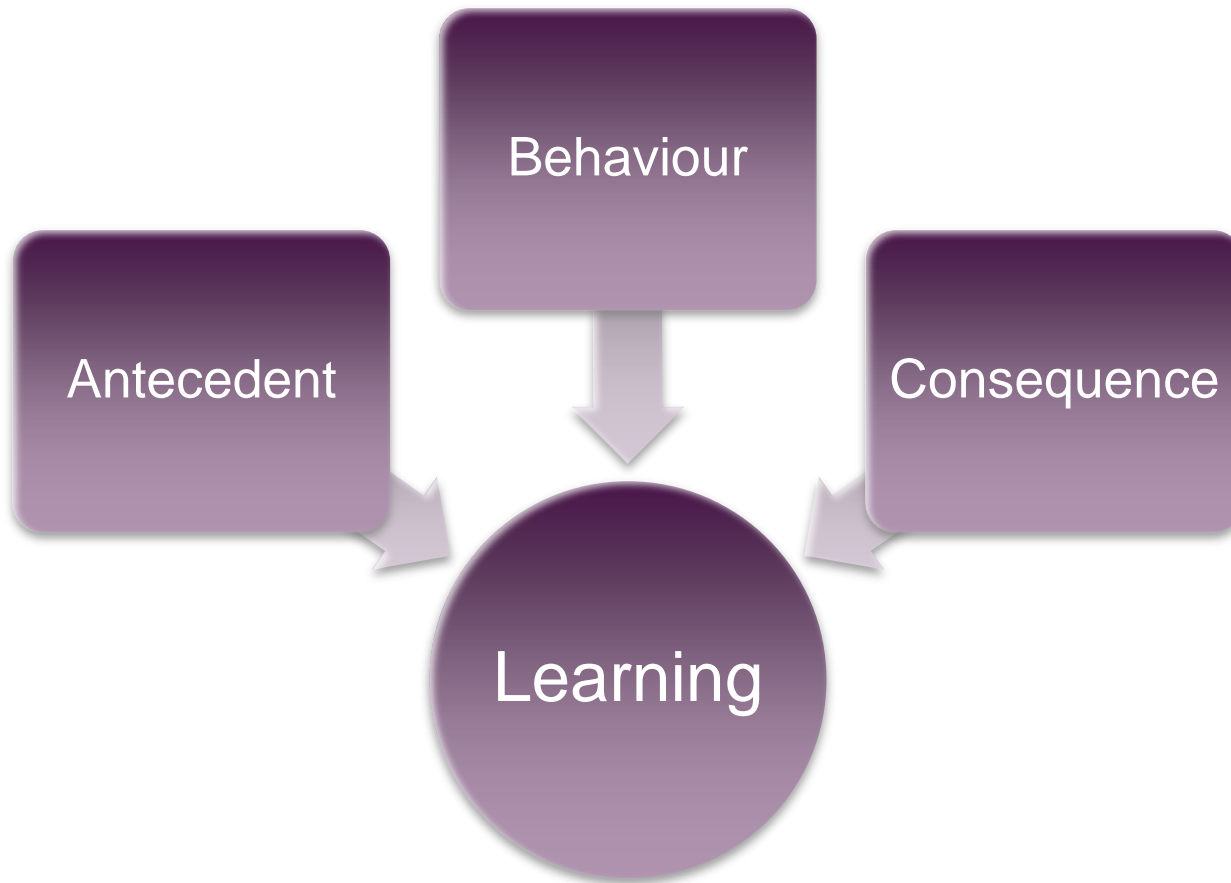
Sarah Lewis
Appreciating Change

+ Today

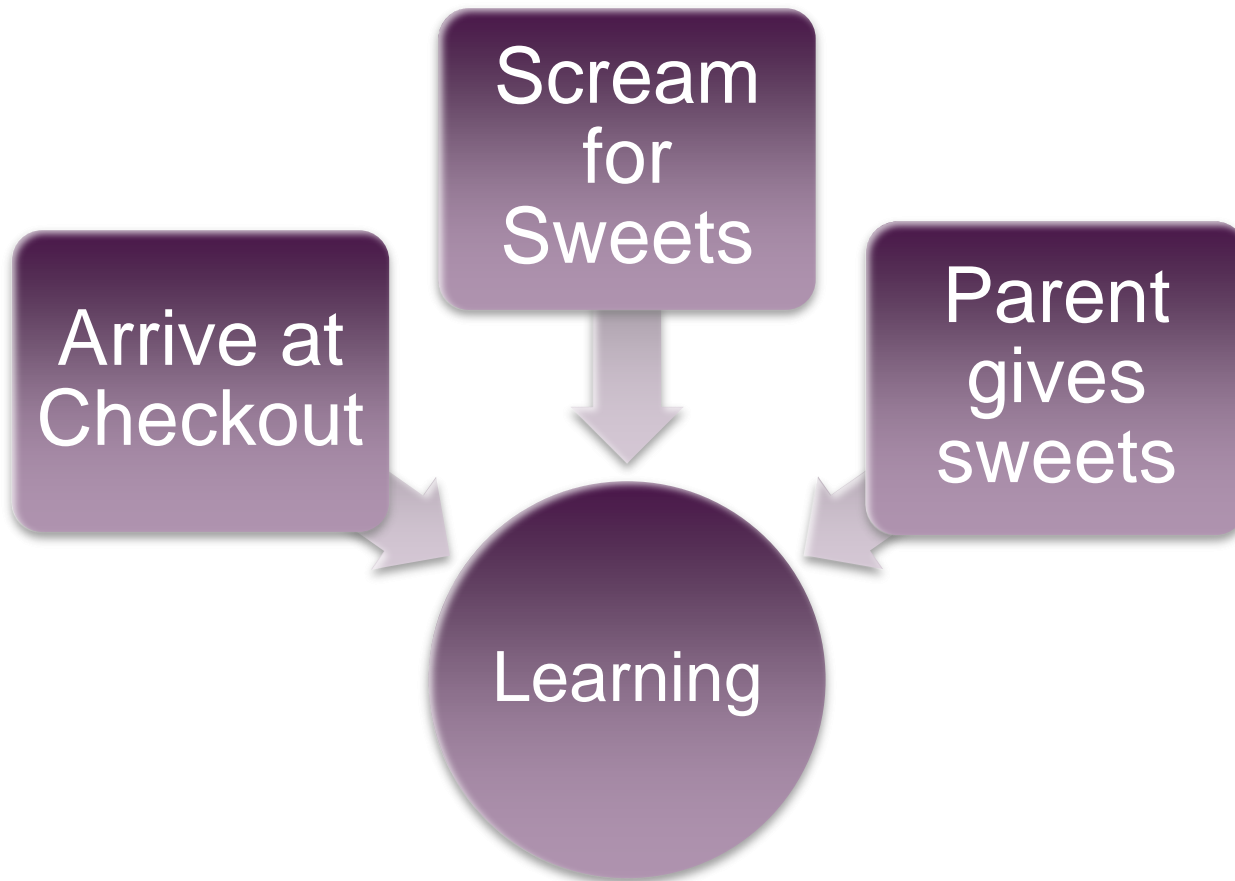
- The A B C of behaviour change
- Non-compliance, patterns of consequences
- People – rule followers and others
- Possibilities – Changing consequences, Values and culture



+ A B C of behaviour and learning



+ A B C of behaviour



+ Consequences of non-compliance



Immediate

Long term

Positive

Negative

Certain

Uncertain

Continuous self-reinforcing
learning

One time learning event –
possibly!

+ People



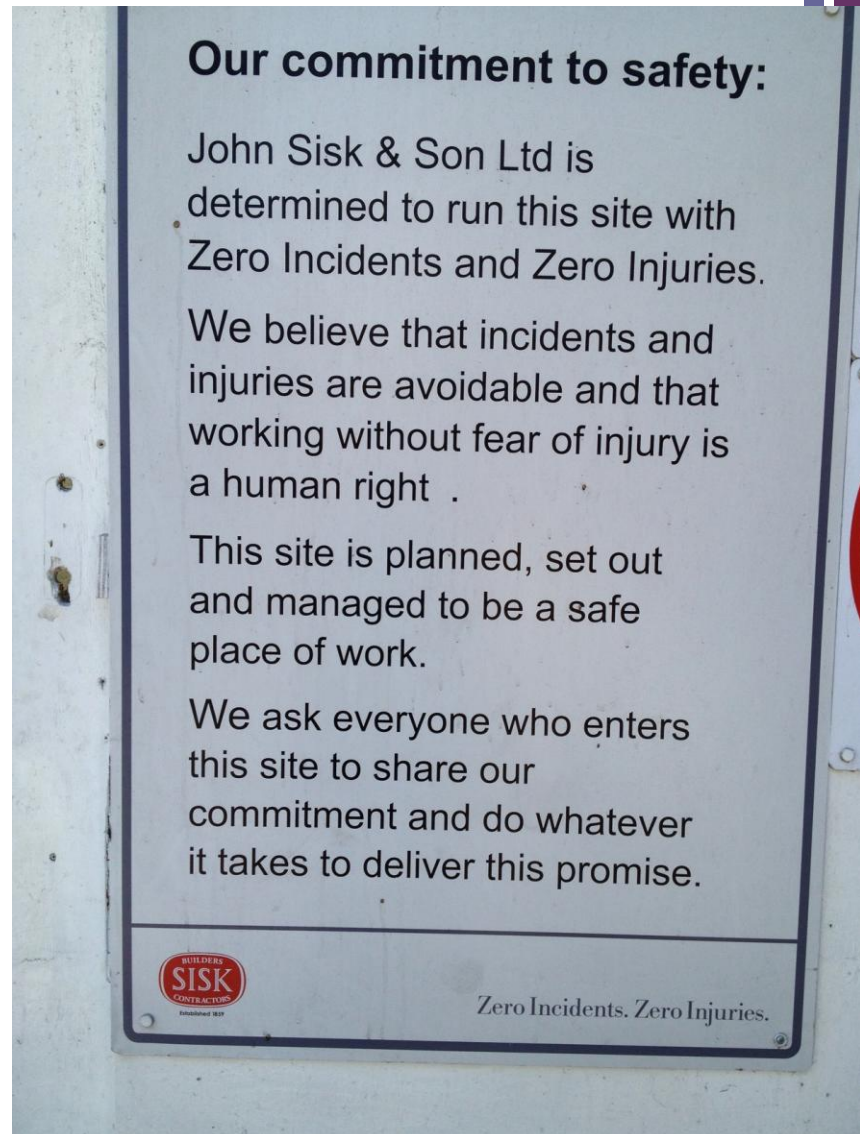
+ Individual Consequences

- Sanctions and Rewards
 - Immediate
 - Consistent
 - Meaningful
- Sanctions – punish unwanted behaviour – negative consequences
- Rewards – reward desired behaviour
- Individual, external drivers, imposed, compliance



+ Organisational Values and Culture

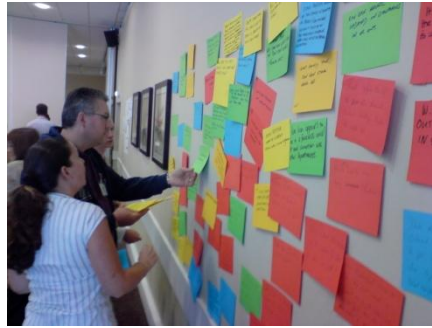
- Build 'Security Conscious' Culture
 - Values – for instance Privacy – ours and clients
 - Easy Slogans –
 - Leaders' behaviour crucial.
 - Actions speak louder than words
- Communal, Co-created Values
- Become 'can't not do' – feels wrong (matter of conscience)
- Communal, internal drivers, self-regulated, commitment



+ Whole Group Processes

- Whole system
- Participatory
- Empowering and Motivating
- Relationship based
- Create shared aspirations
- Social, emotional processes
- Building commonality – values, priorities, aspirations
- Change happens in the experience of working together as well as in activities afterwards
- Build social capital, collective commitment





Building shared values through events

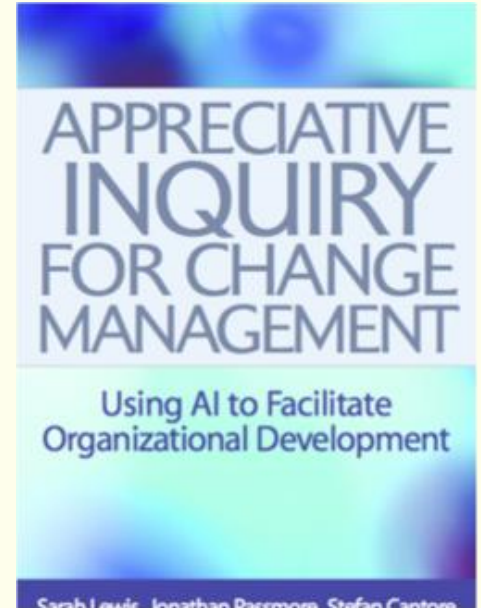
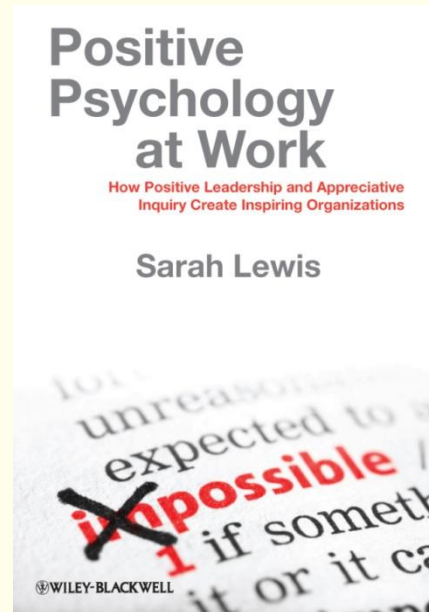
- ◆ Appreciative Inquiry
- ◆ World Café
- + ◆ Open Space
- ◆ Search
- ◆ SimuReal



Moving from 'I have to' to 'I want to'

+ Appreciating Change

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Thank You