



TRAINNOVATIONS

Consulting & Training



SMARTER TEAMS.



STRONGER TECHNOLOGY.



BETTER GOVERNMENT.

Smarter Teams. Stronger Technology. Better Government.

Practical tips to help people adapt, collaborate, and thrive in a changing public service environment.

1. LEAD PEOPLE THROUGH CHANGE



Communicate Early and Often

Share the what, why, and what's next. Uncertainty creates anxiety—communication creates clarity.



Listen Actively

Ask questions. Listen for understanding. Involve staff in the process whenever possible.



Normalize the Transition

Change is hard. Acknowledge it. Reassure your team that learning takes time.



Break Change Into Small Wins

Celebrate progress. Build momentum. Small wins build confidence and reduce resistance.

2. BUILD ADAPTABILITY & CONFIDENCE



Encourage a Growth Mindset

Mistakes are part of learning. Focus on progress, not perfection.



Provide Training & Resources

Equip your team with the tools, training, and support they need to succeed.



Support Psychological Safety

Create a safe space to ask questions, share ideas, and raise concerns.



Model Calm & Steadiness

Your attitude sets the tone. Stay calm, confident, and solution-focused.

3. ACCOUNTABILITY WITHOUT FEAR

INSTEAD OF...



Focus on mistakes



FOCUS ON...



Focus on solutions



Shame & blame



Coaching & support



Reacting & punishing



Proactive conversations



Low trust



High trust



Lower engagement



Higher engagement

Key Practices



Set Clear Expectations

Define success, roles, and responsibilities. Revisit often.



Have Early Conversations

Address issues early and privately. Focus on facts and impact.



Coach, Don't Criticize

Ask questions. Listen. Guide to improvement.



Be Consistent & Fair

Apply standards evenly. Trust is built on consistency.



Focus on Improvement

Look forward, not backward. Help your team learn and grow.

4. THE HUMAN SIDE OF TECHNOLOGY



Technology is a Tool, People Drive the Mission

People come first. Tech supports the purpose.



Involve Users

Frontline insight leads to better systems and adoption.



Address Fears Honestly

Talk about job security, new expectations, and what's changing.



Provide Ongoing Support

Adoption happens over time. Keep training and resources accessible.



Build Confidence, Not Just Compliance

Help staff understand how technology makes their work easier and our service better.

5. FOCUS ON RESULTS THAT MATTER

- ✓ Deliver excellent service to the public
- ✓ Work efficiently and accurately
- ✓ Collaborate across teams
- ✓ Act with integrity and transparency
- ✓ Continuously improve



DAILY ACTIONS THAT MAKE A BIG IMPACT



SHOW APPRECIATION

Recognize effort and contributions every day.



BUILD RELATIONSHIPS

Strong relationships drive collaboration and trust.



SOLVE PROBLEMS TOGETHER

Bring people in. Better ideas. Stronger solutions.



KEEP THE MISSION FRONT & CENTER

Remember why our work matters.



BE THE EXAMPLE

Lead with integrity, respect, and a positive attitude.

MY COMMITMENT

I will lead with empathy, communicate with clarity, and hold myself and my team accountable—with respect and support—so we can deliver exceptional service together.



I WILL:

1. _____
2. _____
3. _____

DAILY REMINDER

Technology will change. Processes will evolve. But when we empower people, we build smarter teams, stronger technology, and better government.

