

## 2. Respect for People

### Respect for People - "Change with people—not to people"

#### Flash concepts

The best insights?	Feeling SAFE	The power of people in Change
Engage the people closest to the work—they often have the best insights.	Focus on creating <b>psychological safety</b> and <b>open communication</b> .	Change happens best through conversation, not top-down mandates.

#### Practices you can start to apply tomorrow

Step	Action items
Engage team members at all levels in change initiatives.	At the start of any change, write down the expected customer or business outcome. This acts as a north star.
Encourage open feedback	Make it easy for anyone to raise concerns or suggestions (perhaps via anonymous surveys or regular team check-ins).
Recognize and celebrate contributions and improvements	

#### Tools and Templates

What	Why and where
Lean Coffee	Unstructured but focused conversation format. See <a href="#">Template Library</a> .
Team Health Radar	Monthly check-ins on collaboration, flow, and morale. See <a href="#">Template Library</a>
Ted Talk	<i>(add link)</i>
Blog	Checkout our trainings <a href="#">Community &amp; Help</a>

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