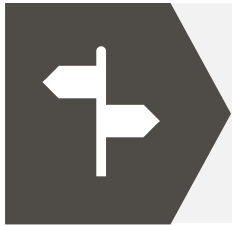




A tool for leading change in a sudden and unexpected situation



Pulse moment



WHY? A regular opportunity for discussion and the presence of management build trust. Discussion is the best way to clarify the meaning of change and the will of the organization / management.



WHAT? A regular event for staff, for example in Teams. About 30 minutes is ok, when the event is repeated often enough. Hold the event at the same time about 1-3 times a week, and if the situation requires so, even daily. Book events on calendars for 1 month ahead so people know this is recurring event. If necessary, the rhythm can be reduced or intensified.



HOW? Take the opportunity to give a short management review or take a short recap what is going on at the moment. Repeat the key messages, tell “why”. Take time for questions and discussion. Make sure top management is present at each event to discuss and answer questions. Be present, be genuine and humane. Don’t be afraid to say “I don’t know”.



SOME TIPS: Use tools (like Slido) to activate the conversation. Select tools where you can leave questions in advance and during the event. If necessary, give the opportunity to ask anonymously as well. Make sure the questions are answered. **NOTE!** The questions provide a lot of information about what is going on in your organization.

