



Says

What have we heard them say?  
What can we imagine them saying?

Talks about pasible ways is to change moving forward

Covid has fast\_forwarded changen

We want to work within the avidence base



Thinks

What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?

Im nit going to cope seeing all of those patients again

Its going to be so much work catching up

Surely there has to be another way?



Drops plan for changes to working

Nothing and denies that a change is needed

Starts to look at the available avidence base

Excieted about trying something different

Concerned about the impact on continuity

Eager to make the most of thisnoppertunity for change



Does

What behavior have we observed?  
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?  
What other feelings might influence their behavior?