CreativeHuddle

CANVAS

TIME 55 minutes

GROUP One team

Teamwork

Change Charter

Agree on one page how your team will make a change work.

THE IDEA

Every change brings something new to make work. Start with what the change could make possible and what stays true about the team. Then choose the parts you'll shape, the need you'll look after and one habit that keeps the change moving.

Materials. This canvas, printed large or on a shared online whiteboard.

Our change

1 What it makes possible

Picture the change six months on, going well. What's better?

2 What we're keeping

What stays true about us, whatever happens?

3 What we'll shape

The parts of the change that are ours to shape.

PART WE'LL SHAPE	FIRST STEP	WHO	BY WHEN

4 What we'll look after

Tick the need to look after most.

- **Status** ☐ People feel valued for what they bring.
- **Certainty** ☐ People know what's decided and what's next.
- **Autonomy** ☐ People have a say in how they work.
- **Relatedness** ☐ People feel part of the team.
- **Fairness** ☐ People see decisions made fairly.

How we'll look after it

5 Our habit

One small, regular habit.

What we'll do, and when

Who starts it

We'll check it on
Pick a date 30 days on.

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WORKED EXAMPLE

TIME 55 minutes

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Our change *Moving to the new client platform in January*

1 What it makes possible

Picture the change six months on, going well. What's better?

- *Every client's history in one place*
- *Monthly reports in a few clicks*
- *Notes typed once, seen by everyone*
- *New starters up to speed faster*

2 What we're keeping

What stays true about us, whatever happens?

- *Our same-day reply promise*
- *A named contact for every client*
- *Helping each other on busy days*
- *Our Friday wins round*
- *High standards on every reply*

3 What we'll shape

The parts of the change that are ours to shape.

PART WE'LL SHAPE	FIRST STEP	WHO	BY WHEN
How we tag cases	*Write a tag guide*	*Aisha*	*4 Dec*
Our first reports	*List our top five*	*Dev*	*11 Dec*
Training for the switch	*Set up buddy pairs*	*Ellie*	*8 Jan*

4 What we'll look after

Tick the need to look after most.

Status	Certainty	Autonomy	Relatedness	Fairness
People feel valued for what they bring.	People know what's decided and what's next.	People have a say in how they work.	People feel part of the team.	People see decisions made fairly.
☐	☑	☐	☐	☐

How we'll look after it

Tom sends a two-line update every Friday on what's decided, and we keep a shared question log.

5 Our habit

One small, regular habit.

What we'll do, and when

Start each Monday meeting with a two-minute check-in: one thing going well with the platform, and one question.

Who starts it

Chair of the week

We'll check it on

Pick a date 30 days on.

Mon 1 Feb, Monday meeting

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