

Influence Change by Building Meaningful Partnerships

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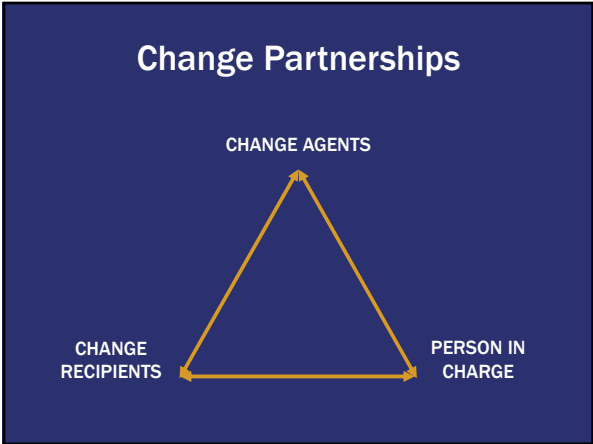
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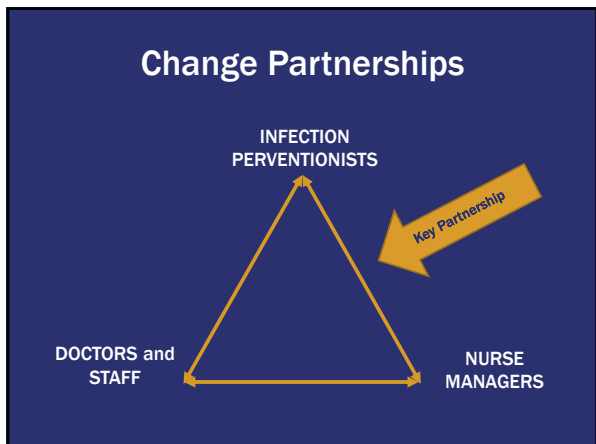
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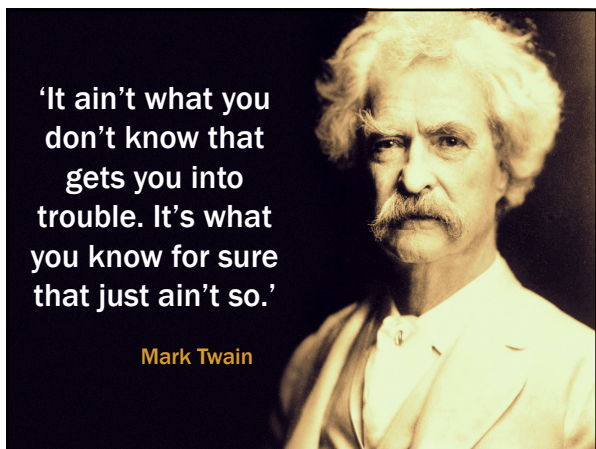
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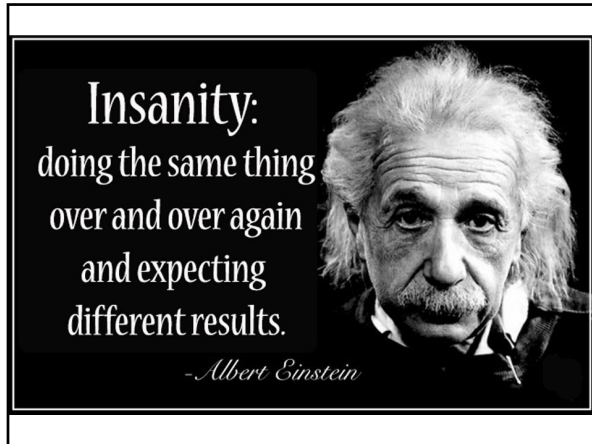
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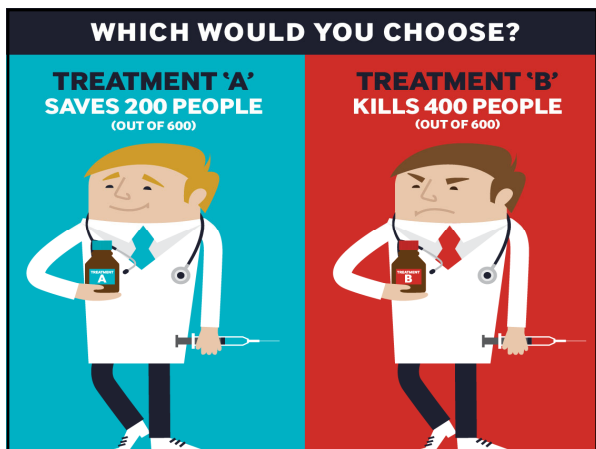
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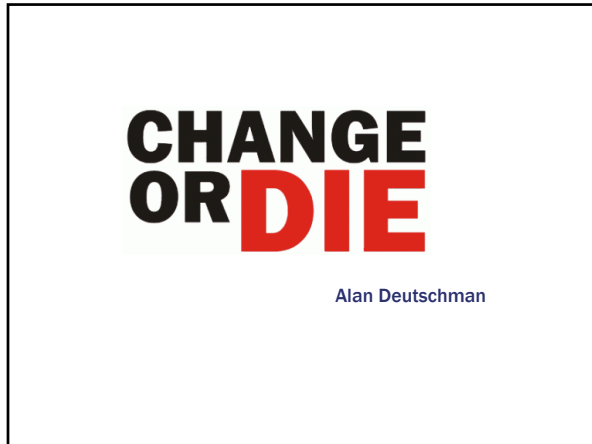
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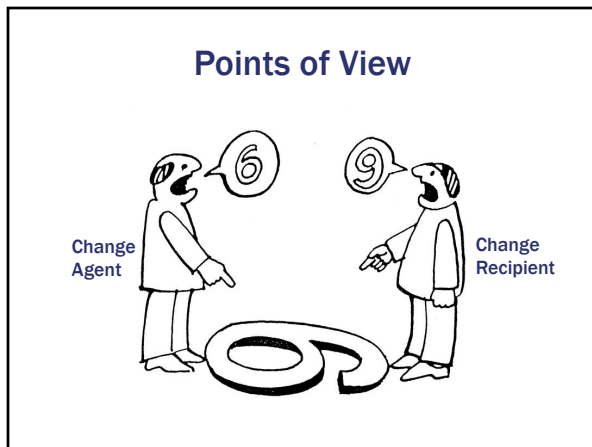
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**The trap of understanding:**  
the belief that when people understand (know) something, they will act appropriately based on that understanding (knowledge).

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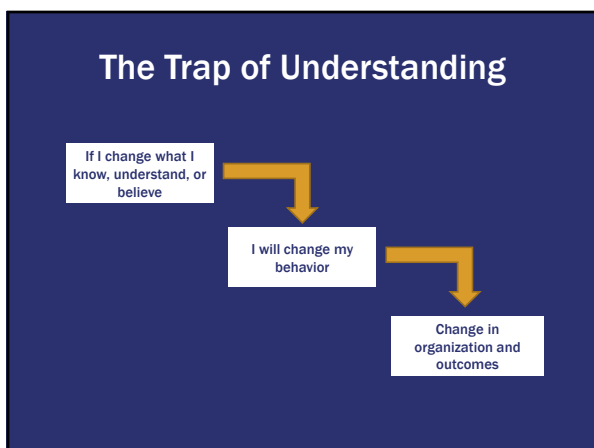
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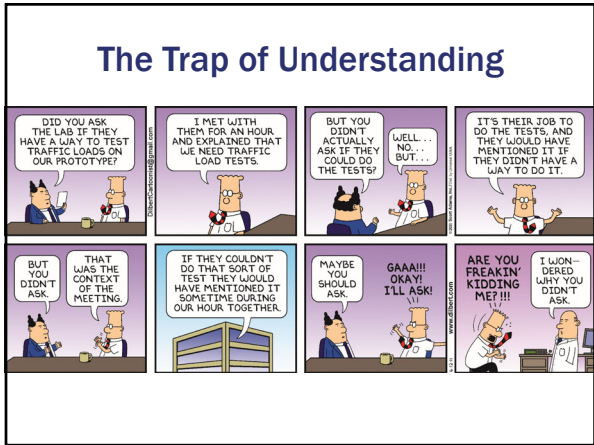
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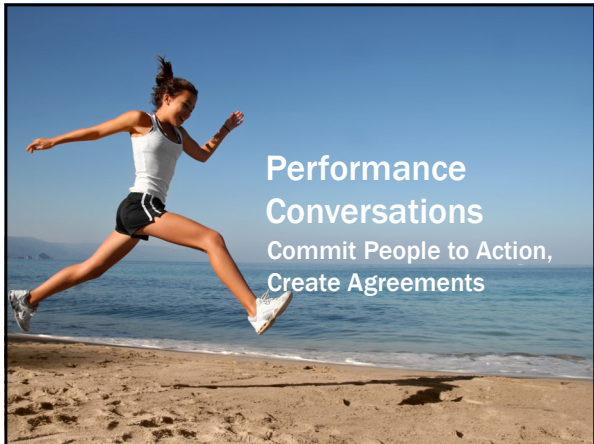
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**The request/promise  
template...**

**I request you “A”   What**  
**by “due date B”   When**  
**so that “C”       Why**

*I request you post these hand hygiene posters  
outside each room before this Friday in order to  
help the staff remember to use the dispensers.*

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**The Four A's of Closure**

Acknowledge  
Appreciate  
Apologize  
Amend

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## Change Partnerships



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**For Change to Succeed, there must be sufficient appropriate conversations FOR its accomplishment.**

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