

6 Addressing roadblocks to change

There are a lot of anxieties, concerns, and roadblocks you can encounter when you are trying to change the scope of consumer engagement in a service. For example, these can include concerns about how the organisation works, resources that are available, or the skills and knowledge people have, or they might relate to people's beliefs and attitudes.

What worries you and your colleagues about consumer engagement?

Reflect on the change you'd like to see in your service and note down in this worksheet the concerns you have and the issues you can see might arise when you try to create this change. This might include things like not feeling confident to speak up about issues or plan a project, or concerns about getting support from others, among many other things. The challenges you noted in Activity 4 (The Role of Consumers drawing exercise) may help you to identify some of these.

Facilitator tip: If you are doing this as a group, you can have this as an open discussion, or you might choose to have your group members write down their worries or concerns, and then share them with the group. If some staff aren't confident to share their thoughts, you could ask them to write them down on post-it notes and stick them to the wall. Encourage the group members to note down the issues others raise.

Possible roadblocks/ barriers I might encounter:

Concerns I have about trying to change how we engage:
