

# The Walk-through

A **walk-through** is a tool to help you experience a process from your customer's perspective.

## BENEFITS:

- Helps you get closer to **NIATx Principle #1: Understand and involve the customer.**
- Allows you to **see** and **feel** what the process is really like for the customer.
- Shines a light on what is **working** and **not working** in the process.
- Provides an opportunity for **front-line employees** working in the process to share their ideas for improving the process for both the customer and staff.

**TIP:** If a physical walk-through is not practical, consider a "talk-through" of the process with stakeholders.

To download the *Walk-through Instruction Sheet* go to: [attnetwork.org/greatlakes](http://attnetwork.org/greatlakes) and click *Change Leader Academy*



## TEAM EXERCISE: Discuss the walk-through experience

**INSTRUCTIONS:** Change Leader, ask your team members to answer question A or B:

### I've done a walk-through

- A. What process did you walk-through and what were two things that stood out to you?

**OR**

### I have not done a walk-through

- B. What is the process you will walk-through for your change project and what is your hunch as to what it is currently like to be a customer of that process?

## The People Side of the NIATx Model: Who's Who?

The qualities and responsibilities of the **people** who carry out a change project.

### Executive Sponsor

- Selects or endorses the change project – sees it as a priority (NIATx Principle #2).
- Makes time to meet with the Change Leader for project updates.
- Has the necessary authority to remove barriers for the Change Team.

### Change Leader

- Competent + Respected = Powerful (NIATx Principle #3).
- Engages and facilitates staff in the change process.
- Keeps the Executive Sponsor informed.
- Passionate for the work (i.e., the project aim).



### Change Team

- Comprised of 3-7 staff or coalition members who work in the process (can also be customers).
- Identify one person responsible for data collection/monitoring.
- Brainstorms changes to try and then run small scale tests to see if they result in an improvement (PDSA cycles).
- Once the team achieves the project aim and sets a sustainability plan in place, the project ends.
- Give a 5x5 presentation (5 slides in 5 minutes) – sharing the aim, changes, results, next steps and impact of the change project with leadership and staff.

To Get  
STAKEHOLDER  
**BUY-IN**



You must answer  
**The 3-Rules of  
Marketing**

1. What's in it for me?
2. Why should I believe you?
3. What makes your approach better than the alternatives?