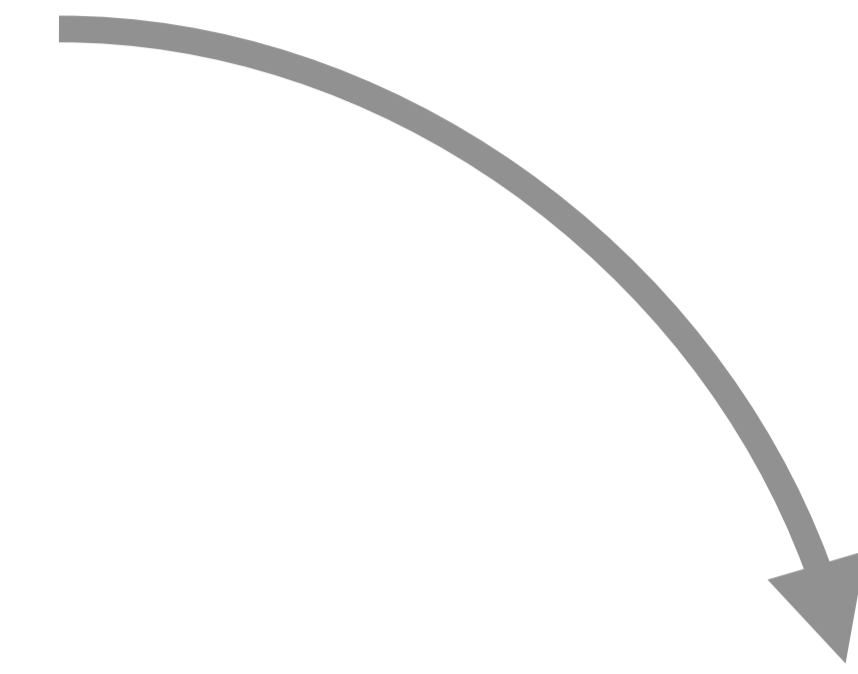
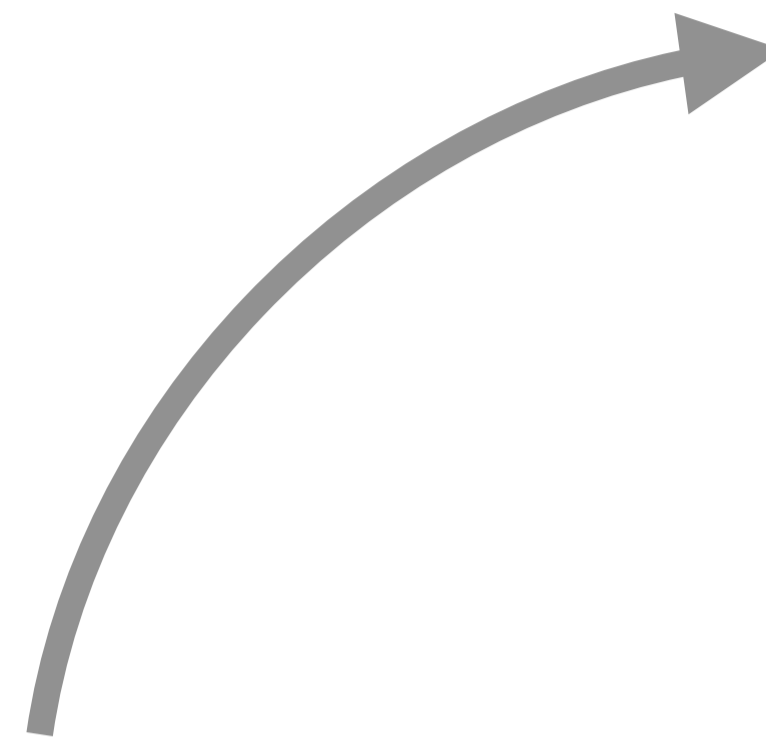


Date: _____

Learning partner?

Change

- What's been done differently in the past weeks? Has your role changed?
- Have you improved your process in any way as a result of COVID 19?
- Did your decision-making process alter?



Sustain

- How do you embed the good new practice that's emerging?
- How can we be transparent and accountable at every level?
- How do we get and keep leadership involved and championing the new?

Understand

- WHY have you been able to do it?
- Has your voice/opinion been respected, rejected or ignored?

COVID-19 Learning Loop

Failure

- Has your organisation embraced failure, learnt from shortcomings or altered their "risk appetite" in any way?
- What happened? How was it communicated to the public? How did the public respond?

Imagine

- Have you felt, despite the overlaying fear and panic, ever so slightly more engaged? Why do you think that might have been?
- How can you translate what you've done recently into long lasting policy changes or communication changes?

