

RESISTANCE EMPATHY MAP

Improvement project _____

Date _____

Empathise with two key people who are being personally impacted by the change.

SAY	DO
Initials _____	
THINK	FEEL

SAY	DO
Initials _____	
THINK	FEEL

Reflection questions

- Q1. What insights have you gained about the needs and experiences of people being impacted by the change?
- Q2. What do these people need more of, or less of, in order to have a higher likelihood of positive engagement?
- Q3. In what ways may our own beliefs, attitudes or behaviours be contributing to their current patterns of resistance?