

Strategies for
Successfully
Managing Change
within Fleet
Operations

CHANGE IS HARD

WHY CHANGE?

- ‡ Mandated changes
- ‡ Changes in technology
- ‡ New models of vehicles and equipment
- ‡ Process improvements
- ‡ Shop Culture

How to change minds of others in your City, Town, agency or department

‡ Know you audience

‡ Collaborate

‡ Build trust

‡ Listen

‡ Be clear and concise

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