

Case Study: Leading Change at St Ann's Hospice

“ A huge amount of change is taking place, but this needn't be scary or problematic if we're proactive and empathetic in our communication. ”

Leaders at St Ann's Hospice in Greater Manchester are navigating significant changes as part of their commitment to improving patient care. One of the biggest changes is the upcoming move to a new, purpose-built hospice in Heald Green.

Recognising that change can feel overwhelming, even when positive, I was invited to run a workshop for 35 leaders to ensure they felt confident and supported to manage the emotional and practical aspects of change and transition.

The interactive workshop combined group discussions, practical activities, and reflective exercises. We explored how change affects individuals, how leaders can support teams through uncertainty, and effective ways to communicate during times of transition. We explored real-life examples, helping leaders connect the material to their own experiences.

By the end of the workshop, leaders felt more confident about handling the challenges ahead, with new strategies for supporting their teams.

“ [The session] explained that it is perfectly natural to feel worried and anxious about the move to the new hospice and to communicate these to management, so they can support me with this process. ”

If your organisation is facing change and you want to help your leaders guide their teams through it with empathy and clarity, I'd be delighted to discuss how I can support you: www.sarahacton.com

And here's how to donate to St Ann's new hospice: <https://newhospice.sah.org.uk/donate>

“ I found the session really enjoyable and engaging. Sarah is a great facilitator, and I have taken away several pieces for my toolkit. ”

