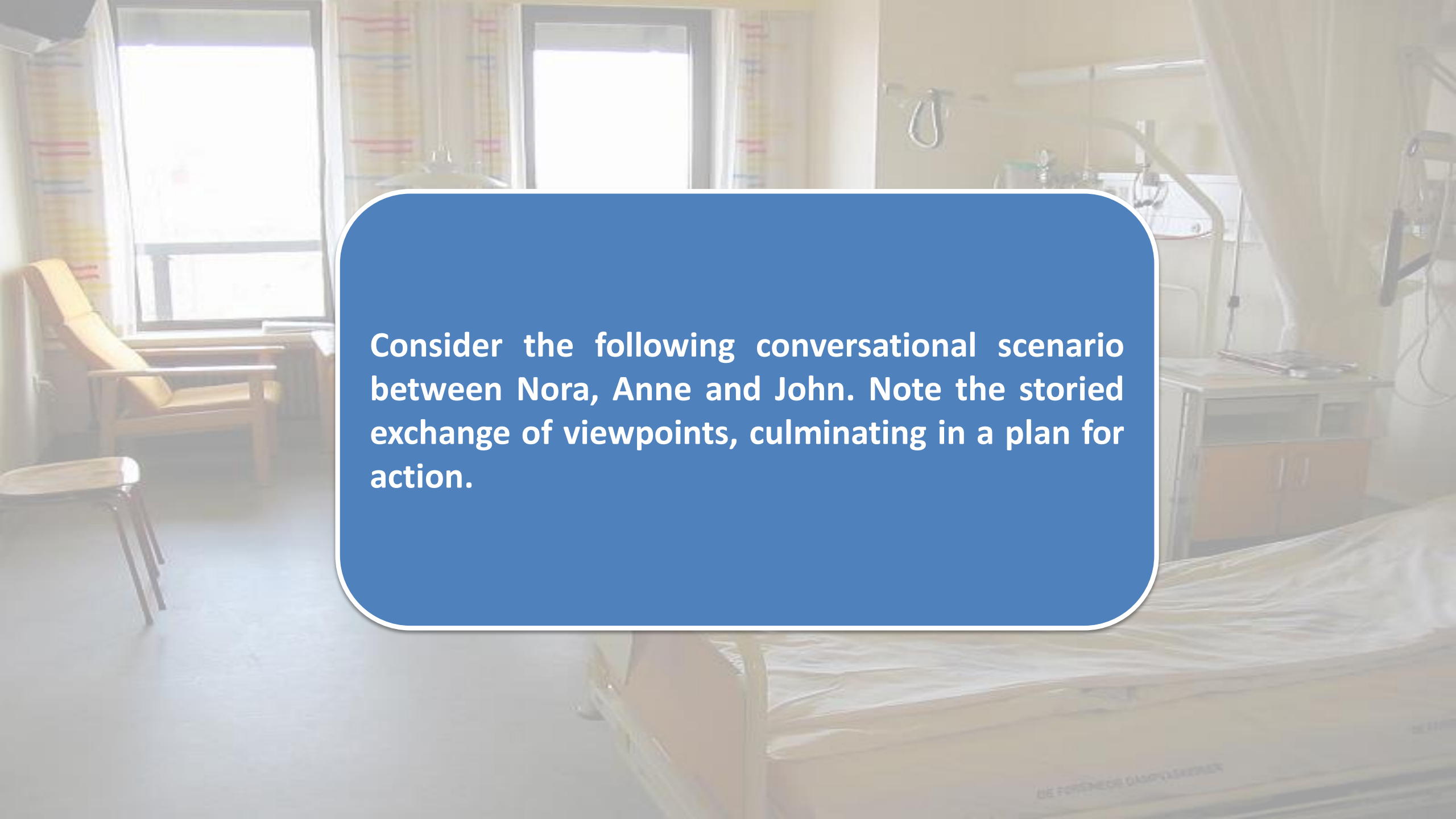


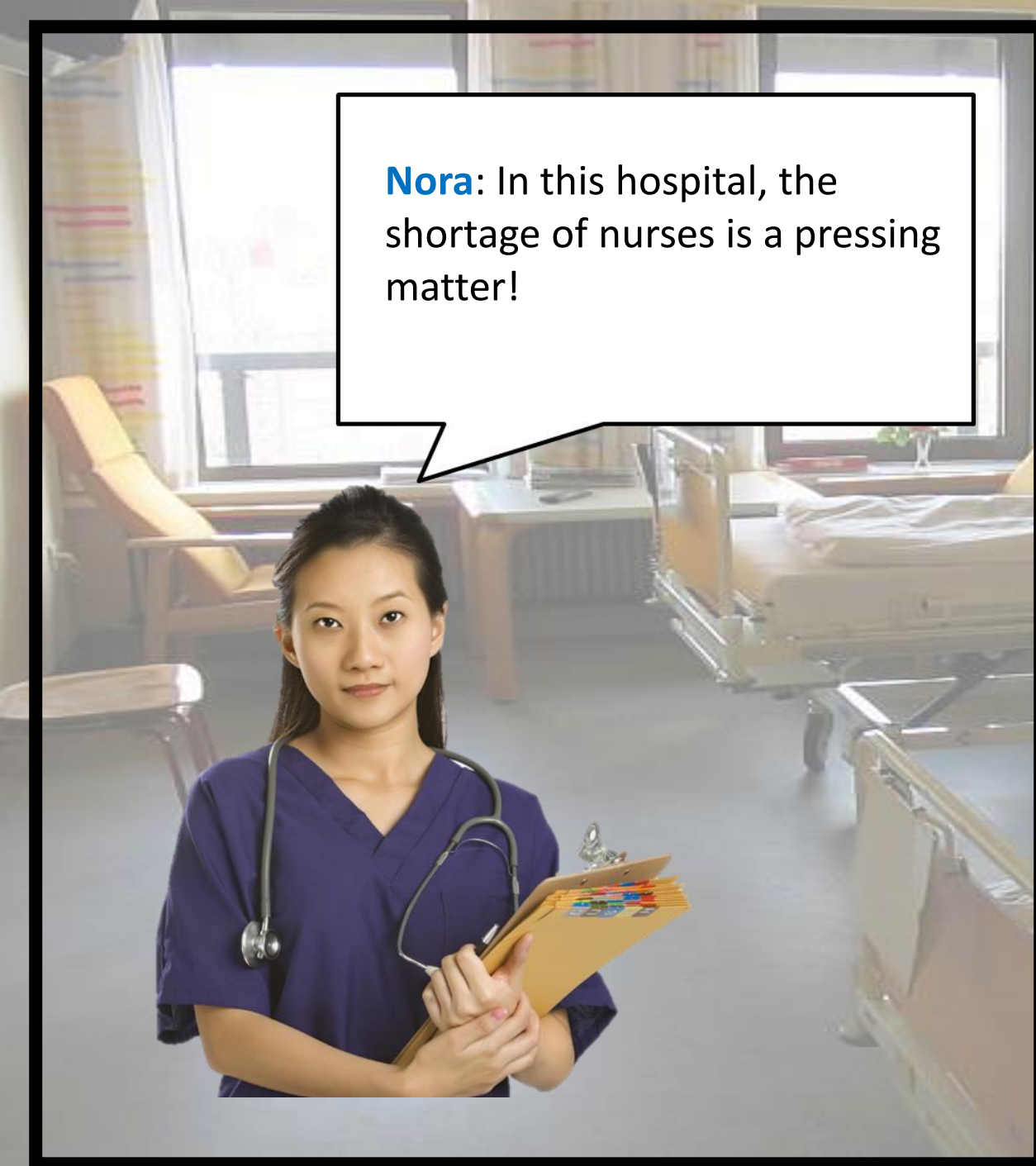
Tableau 2 (Storytelling)

This Tableau provides an example of how storytelling can play an important role in sharing knowledge, promoting collaboration as well as in sparking action. Here we have Nora, Anne and John telling us a story about quality of care and how a patient fell, and broke her hip!


© Adapted from Jabri, M. (2016) Managing Organizational Change: Process, Social Construction and Dialogue, Palgrave Macmillan.




Consider the following conversational scenario between Nora, Anne and John. Note the storied exchange of viewpoints, culminating in a plan for action.

A female nurse with dark hair, wearing purple scrubs and a stethoscope, stands in a hospital room. She is holding a clipboard with several papers. The room contains hospital beds, a desk, and a window in the background.

Nora: In this hospital, the shortage of nurses is a pressing matter!

A female nurse wearing a blue surgical cap and green scrubs stands in a hospital room. She has her arms crossed and is looking towards the camera. A hospital bed is visible behind her.

Anne: Yesterday another patient fell, and broke her hip!

A female nurse in purple scrubs and a stethoscope stands in a hospital room, holding a clipboard. She is looking directly at the camera. A hospital bed is behind her.

Nora: Medication errors are on the rise too!

John: We need to put forward a clear position on recruitment.

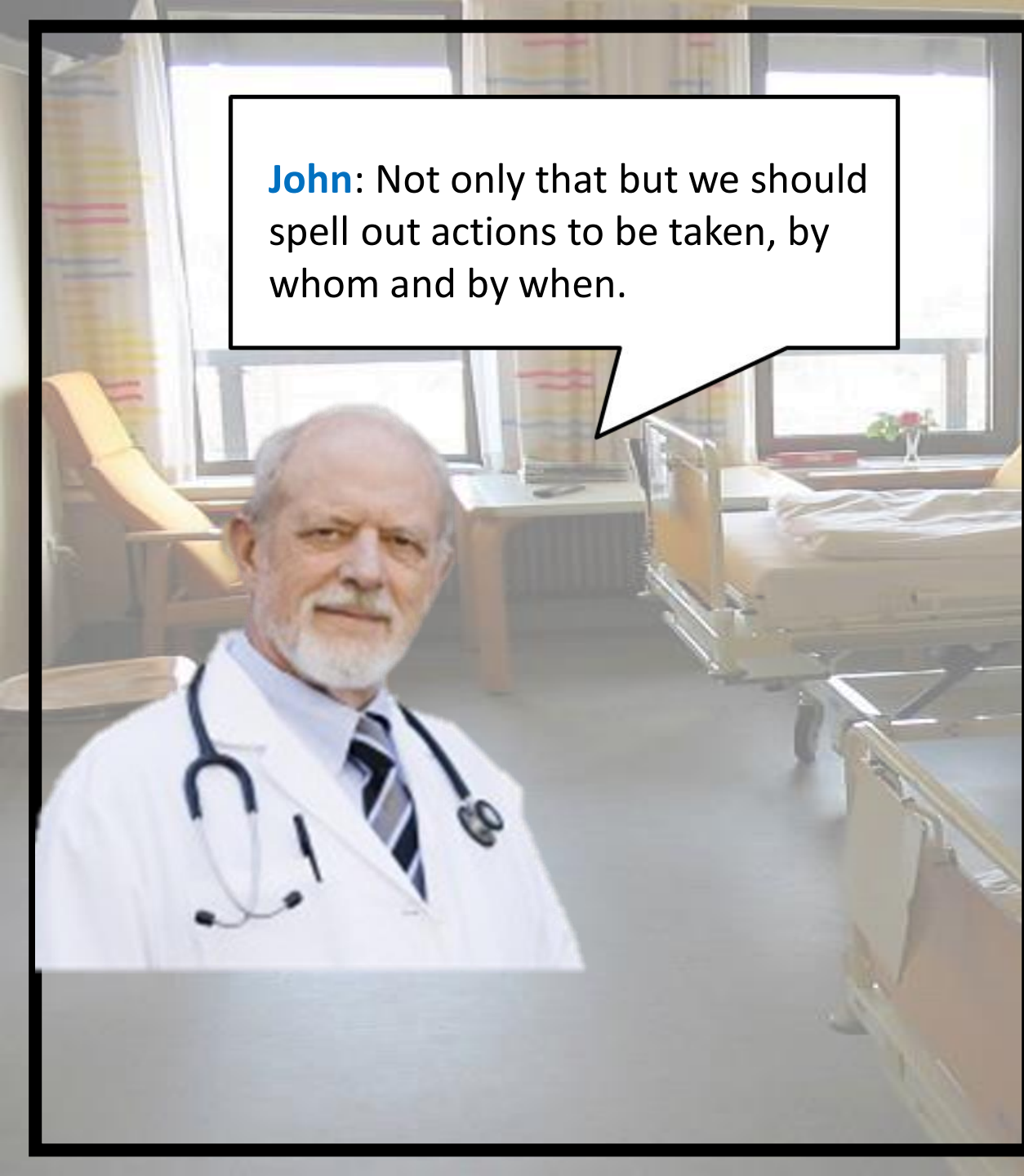


Nora: The Director of Nursing needs to have the full picture ... she is new to the job.




Anne: We need to make a case!



A photograph of a hospital room. In the foreground, a doctor with a white beard and a white lab coat with a stethoscope around his neck is looking towards the camera. The background shows several hospital beds with white linens, a desk, and a window with a view of the outdoors. A speech bubble is overlaid on the top left of the image.

John: Not only that but we should spell out actions to be taken, by whom and by when.

A photograph of a hospital room, similar to the one on the left. It shows several hospital beds with white linens, medical equipment, and a window. A blue rounded rectangular text box is overlaid on the right side of the image.

Note how change was inspired by Anne telling a story. Storytelling has an important role in sharing knowledge, promoting collaboration as well as in sparking action.