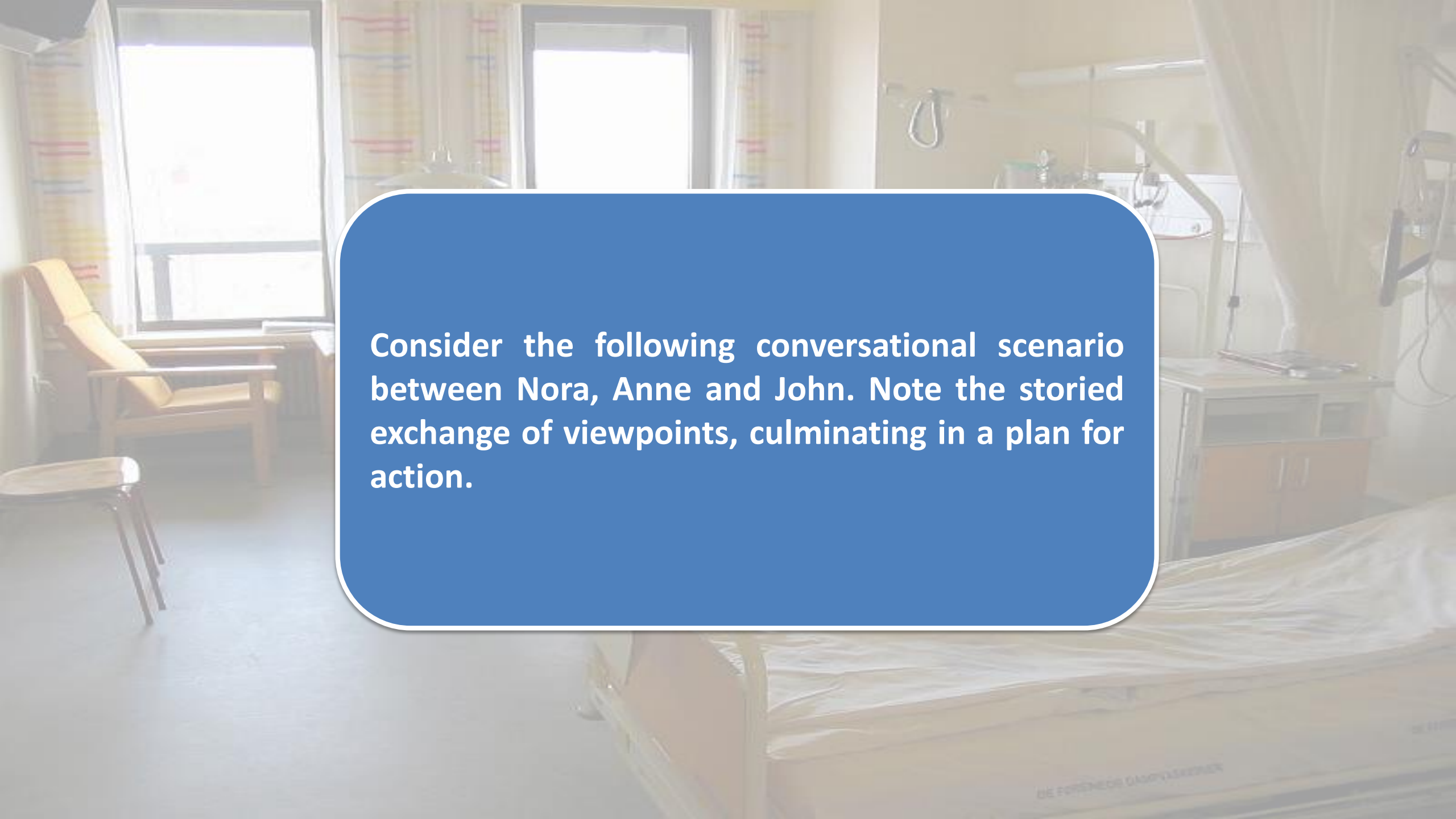


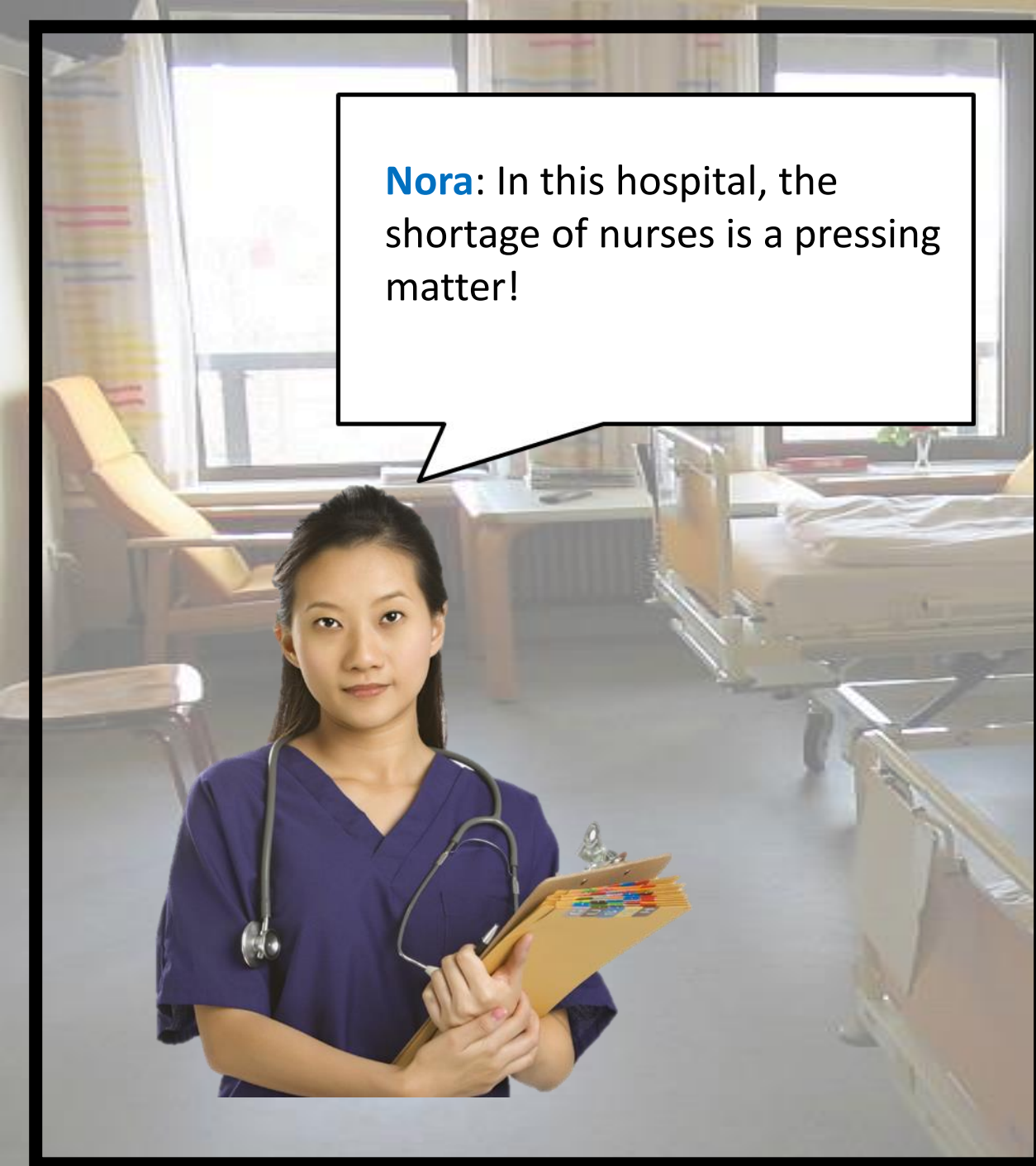
## Tableau 2 (Storytelling)

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. In the background, there are hospital beds, a desk, and a window with a view of the outdoors.

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

A female nurse with blonde hair, wearing green scrubs, a blue surgical cap, and a stethoscope, stands in a hospital room. She has her arms crossed. In the background, there are hospital beds and medical equipment.

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

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. In the background, there are hospital beds and medical equipment.

**Nora:** Medication errors are on the rise too!



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

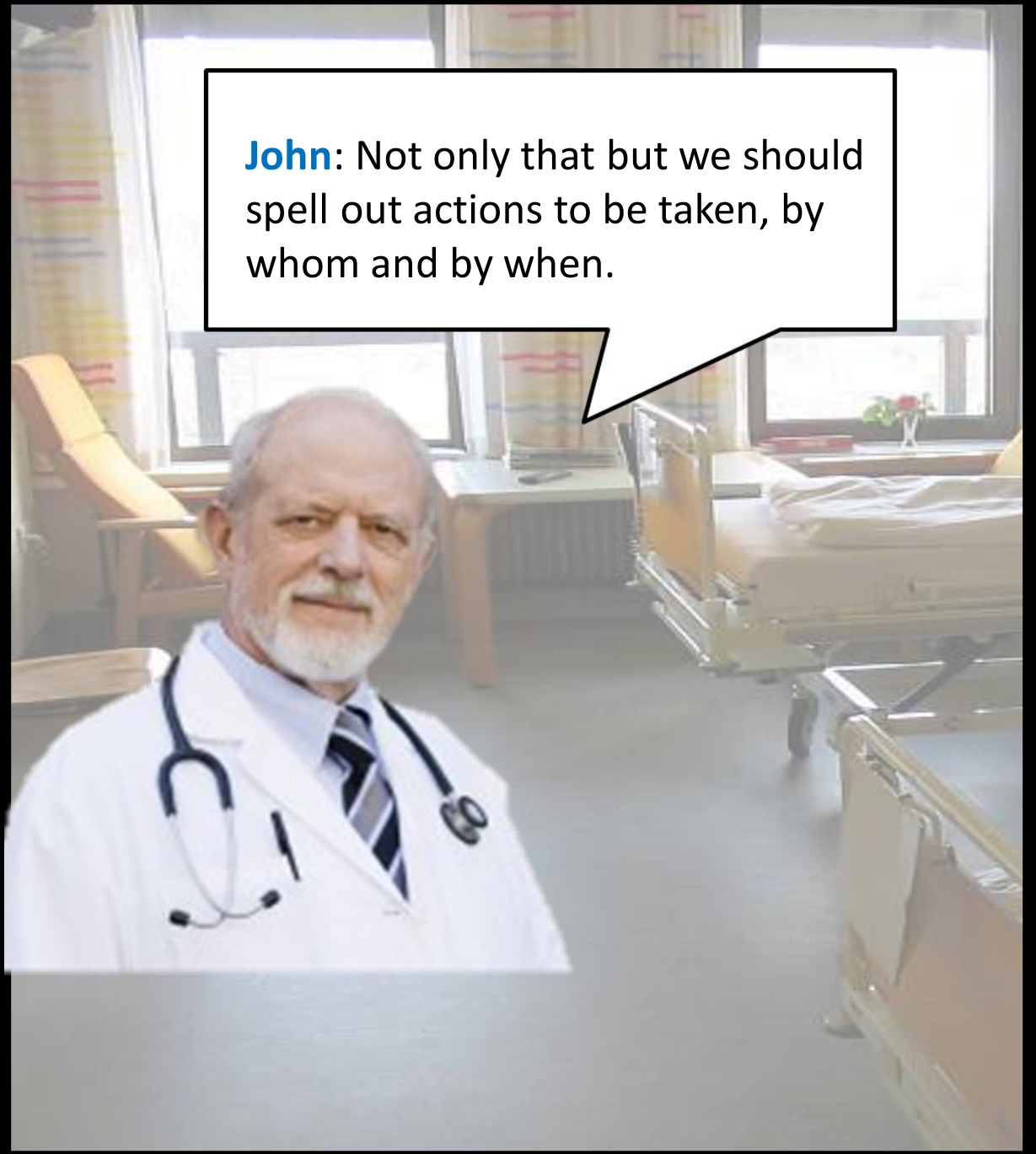


**Nora:** The Director of Nursing needs to have the full picture ... she is new to the job.

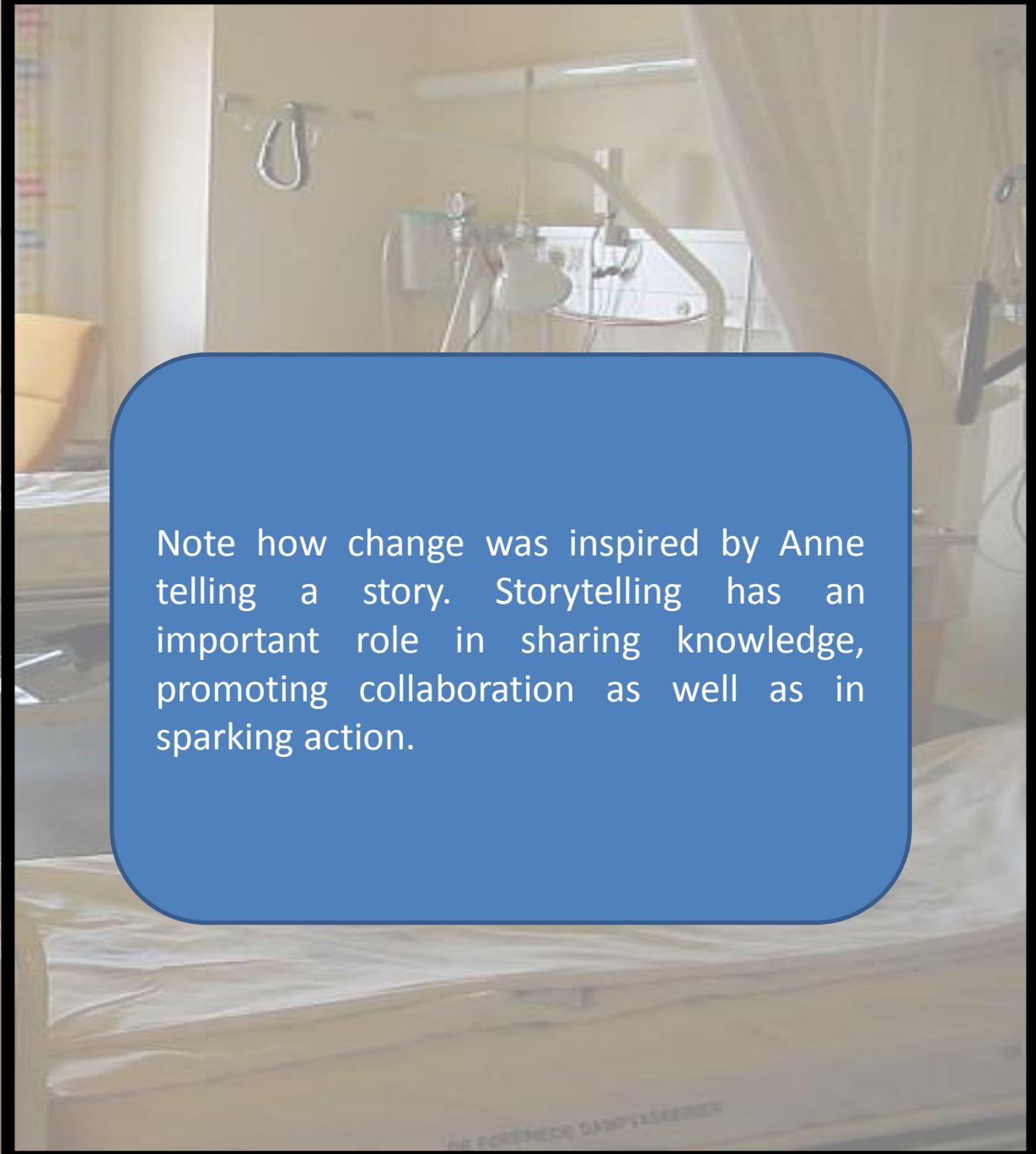


**Anne:** We need to make a case!



A photograph of a hospital room. In the foreground, a doctor with a white beard and a stethoscope around his neck is looking towards the camera. He is wearing a white lab coat over a blue shirt and a striped tie. In the background, there is a hospital bed with white linens, a desk with a computer monitor, and a window with a view of the outdoors. A speech bubble is overlaid on the image, containing text.

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

A photograph of a hospital room, showing a hospital bed with white linens, a desk with a computer monitor, and a window. A blue rounded rectangle is overlaid on the image, containing text.

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.