



Intervention

Walk-in consultation

Change Phase

INTEREST / TRIAL

Description

Organise moments for people where they can feel free to walk into an office to ask all kind of questions (or about a specific topic) about the change. Make sure that the right people are giving the information, because they should be well informed. For example, you might say something like, "For the next three months, every Monday between 9:00 and 10:00 a.m., you can go to... to ask questions.

These sessions can be conducted individually or in small groups.