



# Strategies for Successfully Managing Change within Fleet Operations



# CHANGE IS HARD

- “That will never work here”
- “That truck is junk”
- “We have always done it this way”



# 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
- Have facts
- Pros and cons
- Be transparent

