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**Memorable Quote:**

"When the infrastructure shifts, everything rumbles."

*Stan Davis
Author and
Consultant*

BRIGHT IDEAS — Actualize the Dream**Step Four: ACT**

Implementation is happening when the heaviest burden is placed on the participants, and the job of facilitator evolves from being an "expert" to one of giving support. Participants need to be engaged during all facets of project implementation, which could include physical space changes, training, system development, organizational development and purchasing to ensure the success of the project, and to maintain the integrity of the workflow design.

It's important for the participants to internalize and implement the plan themselves to ensure lasting success. It's equally important that the implementation be approached as bringing people together, rather than as the installation of a plan.

Once change is started, it endures. Information and learnings will be shared throughout the organization, early wins will be encouraged and celebrated, and systems will be put in place to ensure that the process improvements are sustainable.

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