

F10 / ADOPTION AND OWNERSHIP

Prepare the team to own the workflow

Investigate barriers, assign practical ownership and rehearse normal work, exceptions and recovery.

SESSION	TEAM	OUTPUT
120 minutes + rehearsals	Operators + managers + IT	Evidence of operating readiness

01 DEFINE ONE OBSERVABLE WORK BEHAVIOUR

Who acts / when / with what / what counts as complete

02 MATCH SUPPORT TO THE OBSERVED BARRIER

Capability Practice + feedback	Opportunity Access + time	Motivation Trust + incentives
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COM-B concepts: Michie, van Stralen and West (2011). Investigate the actual condition; do not diagnose motivation from a manager's assumption.

Owner + backup + authority + resources + rehearsal

NEXT DECISION

Advance on demonstrated conditions.

Rehearse normal work, incorrect output, outages, access changes and stopping.

Adapted COM-B concepts; original ownership and rehearsal structure. Page 5.

BEHAVIOUR AND CONDITIONS

Identify what the team needs

Investigate a specific behaviour. Use staff evidence and observation before deciding whether training or another change will help.

WHO ACTS / WHEN / USING WHAT / HOW COMPLETION IS RECOGNISED

APPROPRIATE REFUSAL / CORRECTION / ESCALATION

Observed barrier / evidence	Condition hypothesis	Matching response / why	Owner / resources / check

MISSING SHIFTS / ROLES / ACCESS NEEDS / UNRESOLVED STAFF FEEDBACK

OWNERSHIP AND REHEARSAL

Demonstrate readiness for real work

Assign resources and authority with each responsibility. Test backup coverage and failure recovery, not only the normal path.

Responsibility	Owner	Backup	Authority / time / resources
Outcome / quality			
Data / access			
Maintenance / support			
Incidents / stop / fallback			
Budget / review / exit			

01 RECORD TASK-SPECIFIC REHEARSAL EVIDENCE

Scenario / role coverage	Expected / observed response	Readiness / unresolved condition

Readiness: not prepared / supported practice / supervised / agreed conditions

ACCEPTANCE SCOPE / CONDITION TO CLOSE / OWNER / REVIEW DATE

ILLUSTRATIVE EXAMPLE

Fix the conditions for correct use

At a hypothetical UAE distributor, two enthusiastic buyers use the pilot. Evening-shift staff face access problems and duplicate record keeping.

Observed barrier	Matching operating response
Missing permissions	Provide authorised access and check the task.
Two required spreadsheets	Clarify which record is authoritative.
Speed-only expectations	Protect time for careful review and correction.

01 REHEARSE BEYOND THE CHAMPION

A backup buyer runs the workflow while the champion is absent. The team practises an outage and demonstrates the fallback process.

HANDOVER CONDITION

The backup administrator must demonstrate access revocation before that condition closes.

After supported practice and a successful access-change rehearsal, that condition can close. This does not establish universal staff proficiency or rule out future incidents.

FACILITATION AND SOURCES

Run the session

Prepare the inputs in the research companion. Retain evidence, unknowns and counterexamples with the decision record.

15 MIN	Specify the target behaviour Include correct use, appropriate refusal and escalation.
20 MIN	Gather barrier evidence Hear from affected staff and observe the work.
20 MIN	Choose a matching response Address skills, conditions, incentives or reliability as needed.
20 MIN	Assign operating responsibilities Give each owner a backup, authority and resources.
20 MIN	Design practical rehearsals Include errors, outages, absent experts and a request to stop.
15 MIN	Set staged acceptance Advance on demonstrated conditions, not the calendar.
10 MIN	Review and adjust Track recovery, burden and unresolved reports.

SELECTED SOURCES / ACCESSED 16 SEP 2026

Michie, van Stralen + West / Behaviour Change Wheel / 2011

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COM-B concepts are adapted from Michie, van Stralen and West (2011), CC BY 2.0. Work-setting prompts, ownership and rehearsals are dotSuper additions. No author endorsement is implied. The combined roadmap has not been validated for AI adoption.

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