

4 Steps to successful Mesma Implementation

"We'll continue to deal with multiple unwieldy spreadsheets to coordinate developmental observations, deep dive enquiries, and the SAR and QIP.

I'll still spend hours trying to pull it all together when I could be doing other things."

Step 1: Establish Case for Change

Be clear on what is at risk if you keep doing exactly what you are doing now with your QA approach.

Consider the perspective of your colleagues too.

Step 2: Create motivation

Communicate how Mesma supports people to achieve autonomy and mastery in their role.

Link world-class quality assurance practice to your wider purpose and values.

Get the right people involved from the outset.

"Our ambition is to be judged as 'Outstanding' by Ofsted.

To achieve this, we know from the work we have done with your team that we need to stay focused on our own purpose and values as central to what we do."

Step 3: Upskill the Team

Consider how to use training an opportunity to reinforce your key messages, linking the reason for change to the 'what's in it for me?' to the practicalities of using new software.

Implementing QA software can be an opportunity to change existing practice too.

"When we implemented Mesma's observation product, it was exactly the right time to remove individual lesson grades from our process. It helped with the buy-in from our colleagues."

Step 4: Embed the Change

Update existing processes and documents

Celebrate early impact and success

Retain user champions to support staff

Keep the Mesma team up to date on developments you'd like to see

"We were able to show the senior leadership team that our quality improvement plan was more impact focused and that we were making progress against the milestones."



Checklist for successful Mesma Implementation

Establish the case for change

We have:

- Identified the key stakeholders in our proposed change to using Mesma.
- Explored the 'What if we do nothing to our current QA approach?' question with them.
- Understand team's current frustrations with the way we conduct quality assurance.
- Asked stakeholders to identify what they need from Mesma to make sure we get a return on investment.
- Worked this through with the (very lovely) Mesma team to make sure it's the right solution for us

Create motivation for change

We know:

- How Mesma supports people to achieve autonomy and mastery in their role. We know how best can we position this in our communication plan.
- A senior sponsor for the implementation and confirmed the role they will play to help the roll-out be successful aligned to our purpose.
- A user champion(s) and confirmed the role they will play to help the roll-out be successful.
- Other ways we can involve our peers in the roll-out.
- The role we want the team at Mesma to play in the roll-out and wider advisory support.
- Ideas to gradually build up people's commitment to the change.
- How we will support them in very practical ways to make the transition.

Upskill the team

We know:

- Who needs to be trained and how best do we know they learn. We have ensured there are opportunities for hands-on learning.
- Whether training support is needed from the team at Mesma and reflected this in the business case.
- How the in-application CPD available to end users in Mesma works in practice.
- The key messages from step one and step two we want to reinforce to ensure consistency and commitment to achieving our end goal.
- How we can use the implementation of a new quality assurance system to bring about broader changes in practice and factored this in to training.
- Who will deliver any internal training now and in the future.
- Who will make the changes to embed training into the 'way we do things round here', making it part of future inductions for new recruits for example.
- How we can use existing processes to capture any future training needs related to the software.

Embedding the change

We have:

- Identified any processes or documentation that will need to be updated and who will do it.
- A mechanism (such as a generic email inbox) for users to share good practice, ideas, successes and training needs.
- A standing agenda item to identify early impact of using Mesma which we can share with others.
- Ensured we are familiar with the Mesma support available to users.
- Agreed with the team at Mesma how we can share ideas for developing the software or user guides.
- Confirmed how we will roll-out any training on an ongoing basis and who will do it.
- Ensured users know who the user champions/ subject matter experts are and how to contact them.