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Key Messages for All Managers (KB0012351 visible to Affiliate Mgrs & SHA OOS)

Question	Answer
There are so many competing priorities. Why is it important to implement AIMS right now?	AIMS is key priority within the 2022-23 Saskatchewan Health Authority Roadmap, which focuses on three overarching goals. Every employee within Saskatchewan Health Authority (SHA) will be impacted by AIMS and needs to know how to use AIMS. AIMS is an important initiative to support standardizing processes across the province and provides greater visibility into our human resource, finance and supply chain areas to support strong decision making.
What do I need to do as a Leader to support my staff through this change?	There will be practical tasks like ensuring that your staff take the online learning required to work in the system, and how it will affect them. In addition, for some people change can be uncomfortable, so it will be important to lead by example. Acknowledge concerns, but share why it's important to implement AIMS for the benefit of the provincial health system.
What if I don't have the answers to the questions my staff may raise?	It's more important to know where to find answers than to have all the answers at your fingertips. Attending AIMS Change Network sessions, talking to those on your staff who have attended the Change Network sessions, or search the material found in the MyConnection Knowledge Library or submit an inquiry if the answer you are looking for can't be found. These are all valuable ways to increase your understanding of AIMS.
I'm not sure that I'm comfortable with the change. How can I make my staff comfortable with the change?	It's important to understand that we are all in this together. Change will be uncomfortable when there are lots of unknowns, but if we can focus on and share the message of the advantages that AIMS will bring the system, then we will be better positioned to embrace the change.
There is a lot of information coming out. What should I share with my staff?	Information on many aspects of the project is being generated so you will have as much information as you need to provide to your staff in areas they would be interested in. It's important to share this information, as employees look to their Managers for information not to the AIMS project team publications.
When do I need to engage and learn more about AIMS? Should I wait until we know an implementation date?	There are understandably many competing interests in a day, but the time to learn more and understand the changes AIMS will bring is now. Learning should be layered over time. Armed with knowledge, you will be better prepared to support your staff through the change.
What do staff gain from these changes?	AIMS offers numerous advantages, from being able to access information in one location, central tracking of inquiries and requests, faster access to shift information and more accurate pay for time worked, among other advantages. It's important for staff to understand that AIMS provides a better system for our employees' needs.

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Our old processes and systems seem to work? Why change now?	Our existing processes are based on the use of approximately 82 non-integrated systems with little in the way of standardization. We are working with aging systems that are difficult to update, pose risk due to potential instability and are costly to maintain. It's important to make a planned change, rather than be forced to react to a problem.
What if there is an issue once we implement AIMS?	A project of this size will require ongoing work to address issues as they occur, but there will be a team in place to fix and improve the system in a timely manner.
Sometimes it seems like we don't have all the answers. What can I say to my staff about this?	Answers will come, and your role is to encourage staff to embrace the change. We will all need to participate in this important transition, by actively working to support the move to AIMS.
I've heard that the learning will be online. What do staff do who do not have roles that require them to work on a computer?	For those who do not work on a computer, the learning will be limited. There is a 30 minute Webex that can be viewed in a group setting. Managers will be responsible for creating opportunities for staff to view this Webex. It can be done in small groups, if not individually.
My staff aren't in Human Resources, Finance or Supply Chain. What learning will my staff require?	For 90% of staff, there will be a brief list of tasks that they will need to know like how to check their schedules, find pay statements, etc. These will be tasks that they will learn and then reinforce through repetition. The planned learning includes a 30 minute Webex orientation session that will be available online, as well as supporting documentation for further future reference. It is learning that they will need to take on paid work time, but not a significant commitment of time.